Parenting on your Own

A HANDBOOK FOR ONE-PARENT FAMILIES

TENTH EDITION

Manitoba

Manitoba Status of Women is pleased to present the 10th edition of Parenting on Your Own. It is a resource for single parents in Manitoba and others who may find it useful. This guide lists some of the services and supports available in the community for single parents. Because services change, it's best to call first and check on the hours, fees and current services available.

Note: This publication is simply a guide to services available throughout the province. The Manitoba government does not endorse any listed service.

The publication is also available in other formats upon request.

If you have any questions or suggestions for future editions of the guide, contact:

Manitoba Status of Women
409 - 401 York Ave.
Winnipeg, MB R3C 0P8
Phone: 204-945-6281
Toll free: 1-800-263-0234
Email: msw@gov.mb.ca
Website: **www.gov.mb.ca/msw**

Note: This edition of Parenting on Your Own includes website addresses for many of the organizations listed. Free Internet access is available at all 20 branches of the Winnipeg Public Library system and in most community libraries across the province. Free access is also available at Community Access Program (CAP) sites, listed at **www.communityconnections.mb.ca**.

Other Resources:

- **The Société franco-manitobaine** has a phone line that provides information about French services and activities available in Manitoba. Call 204-233-2556 in Winnipeg or toll free 1-800-665-4443. The society also publishes an annual directory – Annuaire des services en français au Manitoba – listing organizations that offer French language services in the province. To view the directory online, go to **www.sfm-mb.ca.**

- **CONTACT Community Information** (Volunteer Manitoba) lists community resources in Winnipeg, and rural and northern Manitoba. To see, or get a copy of, the list, go to **www.contactmb.org/index.html**; or call 204-287-8827 in Winnipeg; toll free 1-866-266-4636. Some libraries also have paper copies of the CONTACT Community Resources Guide.

- **ManitobaParentZone** is a Manitoba Family Services and Labour website. It offers up-to-date information on parenting and child development (**www.manitobaparentzone.ca**).

- **ServiceLink** is an online tool where people can find out if they qualify for various benefits and programs, offered by Manitoba Family Services and Labour. (**http://web6.gov.mb.ca/FSHServiceLink/en/**)

- **Manitoba Government Inquiry** provides contact information for provincial government programs and services.
  Phone: 204-945-3744 TTY: 204-945-4796
  Toll free: 1-866-626-4862 Email: mgi@gov.mb.ca

- **Service Canada** is a one-stop resource for information on federal government programs and services. You'll find information on things like education and training, employment, health, housing, immigration, income assistance, legal assistance and privacy of information. To find the centre nearest you, contact Service Canada.
  Toll free: 1-800-O-CANADA (1-800-622-6232)
  TTY: 1-800-926-9105
  Website: **www.servicecanada.gc.ca**

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RESOURCES FOR ABORIGINAL PEOPLE

(The services listed in this chapter are specifically for Aboriginal people. For more information on a certain topic, check the Table of Contents.)

Aboriginal Organizations in Manitoba (book)

This book was developed by the Aboriginal Education Directorate and the Aboriginal Awareness Committee of the Fort Garry United Church. It is available at local libraries or by calling 204-475-1586 in Winnipeg.

Aboriginal Single Window

This service offers a central location for information on government-funded programs for Aboriginal people. A joint effort of the Government of Canada, the Manitoba government and the City of Winnipeg, the Aboriginal Single Window was created to make information on different programs easier to find.

Manitoba office:
Aboriginal Single Window Service Canada Centre
100 - 181 Higgins Ave. (Aboriginal Centre), Winnipeg, MB R3B 3G1
Phone: 204-984-1415
Website: **www.servicecanada.gc.ca**

Nationwide:
Aboriginal Canada Portal
Toll free: 1-888-399-0111
Email: acp@aadnc-aandc.gc.ca
Website: **www.aboriginalcanada.gc.ca**

A Guide to Winnipeg for Aboriginal Newcomers

This guide, by Partners for Careers, is available by calling 204-945-0447 in Winnipeg, or by going to **www.partnersforcareers.mb.ca/welcome.html.**

Ota-Miska: Where to Find it Resource Manual

This manual is published by Manitoba Entrepreneurship, Training and Trade. For a copy, call 204-984-2272 in Winnipeg; toll free 1-800-665-2019; or go to **www.gov.mb.ca/ctt/busdev/smbus/otamiska.html**.

ABUSE

Shelters in Winnipeg

Ikwe Widdjiitiwin
Winnipeg crisis line: 204-987-2780
24-hour toll free line: 1-800-362-3344

Shelters on reserves

First Nation Healing Centre (Fisher River Cree Nation)
Koostatak
Phone: 204-645-2750
Toll free: 1-800-692-6270

Jean Folster Place
Norway House
Phone: 204-359-4000

Mamawehetowin Crisis Centre
Pukatawagan
Phone: 204-553-2198

Wechin Waskigan Crisis Centre
Shamattawa
Phone: 204-565-2548

Other Programs

Native Women's Transition Centre

The Native Women's Transition Centre is a community-based facility that provides support to Aboriginal women and their children. The programs and services help support and strengthen Aboriginal women who have experienced abuse and help them become independent.

105 Aikins St. Winnipeg, MB R2W 4E6
Phone: 204-989-8240
Email: nwtc@mts.net
Website: **www.nativewomens.mb.ca**

Spirit of Peace Program (Ma Mawi Wi Chi Itata Centre)

For information on Ma Mawi Wi Chi Itata Centre and the programs it offers, go to the Culture, Wellness and Family Supports section in this chapter.

Wahbung Abinoonijiag

This organization provides programs for women, youth and children who have been exposed to family violence.

225 Dufferin Ave. Winnipeg, MB R2W 5N7
Phone: 204-925-4610
Email: reception@wahbung.org
Website: **www.wahbung.org**

EDUCATION, TRAINING AND EMPLOYMENT

Canadian Council for Aboriginal Business

The Canadian Council for Aboriginal Business is a national, non-profit organization that delivers programs to help Aboriginal businesses grow, connect and learn.

Suite 204-250, The Esplanade Toronto, ON M5A 1J2
Phone: 416-961-8663
Email: info@caab.com
Website: **www.ccab.com**

Centre for Aboriginal Human Resource Development (CAHRD)

CAHRD is a community-based, non-profit organization that offers various programs for Aboriginal people. Along with employment counselling, CAHRD offers an adult literacy centre, an upgrading program (to reach a Grade 10 level), an academic program (to receive a Mature Student Grade 12 Diploma) and post-secondary programs through the Neeginan Institute of Applied Technology. Other support services are also available.

304 - 181 Higgins Ave. Winnipeg, MB R3B 3G1
Phone: 204-989-7110
Email: cahrd@abcentre.org
Website: **www.cahrd.org**

Manitoba Indian Education Association

Manitoba Indian Education Association is a student services centre for band-sponsored students who are enrolled in Winnipeg schools and other educational institutions.

305 - 352 Donald St. Winnipeg, MB R3B 2H8
Phone: 204-947-0421
Email: miea@miea.ca
Website: **www.miea.ca**

Partners for Careers (PFC)

This is a one-stop shop for information on employment, education and training opportunities, and other supports for Aboriginal people in Manitoba. PFC also offers information about Aboriginal Youth Mean Business!, which encourages Aboriginal youth to start or expand businesses.

510 Selkirk Ave. Winnipeg, MB R2W 2M7
Phone: 204-945-0447
Toll free: 1-800-883-0398
Website: **www.partnersforcareers.mb.ca**

Urban Circle Training Centre

This centre offers training, and a wide range of support services, to Aboriginal people.

519 Selkirk Ave. Winnipeg, MB R2W 2M6
Phone: 204-589-4433
Website: **www.urbancircletraining.com**

HEALTH CARE AND DISABILITY SERVICES

Aboriginal Health and Wellness Centre of Winnipeg

This community and cultural centre provides holistic services to the Aboriginal community of Winnipeg. The centre offers primary care services (doctors and nurses), as well as services from a traditional healer/elder. Programs include Head Start, Fetal Alcohol Syndrome/ Effects Education Program, Abinotci Mino-Ayawin (children's healing), a men's healing and wellness program, a women's healing program, and the Indian Residential School-Alternative Dispute Resolution program.

215 - 181 Higgins Ave. Winnipeg, MB R3B 3G1
Phone: 204-925-3700
Website: **www.abcentre.org/health.html**

Aboriginal Health Programs – Health Services, Winnipeg Regional Health Authority (WRHA)

Aboriginal Health Programs – Health Services provides language and translation services in Ojibway, Cree and Oji Cree. It also offers cultural/spiritual services, patient advocates to support others' needs and rights, and discharge planning for those returning to a rural/northern community. There are Aboriginal Health Programs offices at several Winnipeg-area hospitals. For more information, call the central intake line.

Central intake line: 204-940-8880
Toll free: 1-877-940-8880
Website: **www.wrha.mb.ca/aboriginalhealth/**

Aboriginal Health Program, Nor'West Co-op Community Health Centre

This program provides advocacy and support for clients in areas like housing, education, family issues, child welfare and social assistance. The program provides individual and family counselling and support, home visits, medicine wheel assessments and help and encouragement with other health and social systems.

103-61 Tyndall Ave. Winnipeg, MB R2X 2T4
Phone: 204-940-2105

First Nations disABILITY Association of Manitoba

This organization provides peer support, advocacy and referral services to First Nations people (Treaty and Status) living with visible and invisible disabilities. Employment services for First Nations people with disabilities are also available.

305B - 260 St. Mary Ave. Winnipeg, MB R3C 0M6
Phone: 204-953-0310
Toll free: 1-866-370-9875
Email: fntafnto@lycos.com

National Native Alcohol and Drug Abuse Program (NNADAP)

This federal program is delivered in First Nation communities by local workers. For a list of locations, call Health Canada's Manitoba office at 204-983-4199 in Winnipeg or check your local phone listings. The NNADAP Treatment Centre Directory is available at **www.hc-sc.gc.ca/fniah-spnia/substan/index-eng.php.**

ABORIGINAL HOUSING

Anicinabe Housing Corporation

217 Main St. South Dauphin, MB R7N 1K5
Phone: 204-638-8927
Email: ahc@mymts.net

Anishinabe Place of Hope Winnipeg Inner City Missions

(transitional housing for single adults)

P.O. Box 2444, Station Main Winnipeg MB R3C 4A7
Phone: 204-942-8682
Website: **www.wicm.ca**

Brandon Friendship Centre Housing Authority

836 Lorne Ave. Brandon, MB R7A 0T8
Phone: 204-727-1407
Email: bfcinc@mymts.net
Website: **www.brandonfriendshipcentre.net**

Dial-a-Life Housing

(for those who are in Winnipeg for dialysis)

100 - 130 Watson St. Winnipeg, MB R2P 1Y4
Phone: 204-694-9170
Email: dialhsq@mymts.net

Dakota Ojibway Tribal Council Housing Authority

Head office
P.O. Box 187
Room 150 - 5010 Crescent Rd. West Portage La Prairie, MB R1N 3B7
Phone: 204-856-5550
Toll free: 1-866-856-5550
Email: dofnhai@dotc.mb.ca
Website: **www.dotc.mb.ca**

Winnipeg office
11 Arden Ave. Winnipeg, MB R2M 2J7
Phone: 204-988-5375

Brandon office
2 - 345 10th St. Brandon, MB R7A 4E9
Phone: 204-729-3600

Kanata Housing Corporation

202 - 2055 McPhillips St. Winnipeg, MB R2V 3C6
Phone: 204-338-6327 or 204-338-6261
Email: kanata@mymts.net

Keewatin Tribal Council
Keewatin Housing Association
107 - 23 Nickel Rd. Thompson, MB R8N 0Y4
Phone: 204-677-2341
Toll free: 1-800-665-6212

KeKiNan Centre
(senior housing)
100 Robinson St. Winnipeg, MB R2W 5M8
Phone: 204-586-4595

Kinew Housing

201 - 424 Logan Ave. Winnipeg, MB R3A 0R4
Phone: 204-956-5093
Website: **www.kinewhousing.ca**

Community Housing Managers of Manitoba (Manitoba Métis Federation)

300 - 150 Henry Ave. Winnipeg, MB R3B 0J7
Phone: 204-586-8474
Email: mmf@mmf.mb.ca
Website: **www.mmf.mb.ca**

Payuk Inter-Tribal Co-op Ltd.

500 Balmoral St. Winnipeg, MB R3B 2P8
Phone: 204-942-0991
Email: admin@sam.mb.ca
Website: **www.sam.mb.ca/property_payuk.html**

Portage Friendship Centre Housing

20 - 3rd St. Northeast Portage la Prairie, MB R1N 1N4
Phone: 204-239-6333
(Calls about housing): 204-856-2476
Website: **www.mac.mb.ca/portage/**

Selkirk Friendship Centre – Tyro Housing

425 Eveline St. Selkirk, MB R1A 2J5
Phone: 204-482-8656
Email: sfc@mymts.net
Website: **www.selkirkfriendshipcentre.ca**

Swan River Friendship Centre

P.O. Box 1448
1413 Main St. Swan River, MB R0L 1Z0
Phone: 204-734-9301
Email: srfchousingcorp@hotmail.com
Website: **www.mac.mb.ca/swanriver**

Other Housing Support

Manitoba Tipi Mitawa (MTM) Homeownership Program

The Manitoba Real Estate Association and the Assembly of Manitoba Chiefs created this program in partnership with the Manitoba government and the Government of Canada. MTM helps First Nation Manitobans buy modest homes by assisting with down payments and monthly subsidies toward the mortgage costs. For more information, contact the Manitoba Real Estate Association at 204-772-0405 (toll free 1-800-267-6019) or the Assembly of Manitoba Chiefs at 204-956-0610 (toll free 1-888-324-5483).

LEGAL

Aboriginal Court Worker Program

The Aboriginal Court Worker Program provides assistance to Aboriginal people who are involved in the criminal justice system. Court workers explain the court process, the charges and the possible outcomes. They also help get lawyers for the accused, and may also provide support in court. Services are provided in Winnipeg and communities across Manitoba.

3rd floor - 408 York Ave. Winnipeg, MB R3C 0P9
Phone: 204-945-3909
Website: **www.gov.mb.ca/justice/court/aboriginalcourtworkers**

FIRST NATIONS AND MÉTIS CHILD AND FAMILY SERVICE AGENCIES IN MANITOBA

Many of the agencies listed below have other offices – check with the agency's main office for other locations.

All Nations Coordinated Response (ANCR) Network

The ANCR Network is usually the first point of contact for anyone reporting child abuse or needing services from the Child and Family Services system. ANCR's phone lines are open 24 hours a day, seven days a week.

835 Portage Ave. Winnipeg, MB R3G 0N6
Phone: 204-944-4200
Toll free: 1-888-945-ANCR (2627)
Website: **www.ancr.ca**

Métis CFS Authority and List of Mandated CFS Agencies

Métis Child, Family and Community Services Authority

204 - 150 Henry Ave. Winnipeg, MB R3B 0J7
Phone: 204-949-0220
Email: info@metisauthority.com
Website: **www.metisauthority.com**

Métis Child, Family and Community Services Agency

2000 Portage Ave. Winnipeg, MB R3J 0K1
Phone: 204-927-6960
Toll free: 1-800-821-8793
Email: info@metiscfs.mb.ca
Website: **www.metiscfs.mb.ca**

Michif Child and Family Services Agency

456 Fischer Ave. P.O. Box 1288
The Pas, MB R9A 1L2
Phone: 204-627-2060

First Nations of Northern Manitoba CFS Authority and List of Mandated CFS Agencies

First Nations of Northern Manitoba Child and Family Services Authority

P.O. Box 10460
Opaskwayak, MB R0B 2J0
Phone: 204-623-4472
Toll free: 1-866-512-1842
Email: info@northernauthority.ca
Website: **www.northernauthority.ca**

Awasis Agency of Northern Manitoba

100 - 701 Thompson Dr. Thompson, MB R8N 2A2
Phone: 204-677-1500
Toll free: 1-800-667-4734

Cree Nation Child and Family Caring Agency

P.O. Box 10130
Opaskwayak, MB R0B 2J0
Phone: 204-623-7456
Toll free: 1-877-252-7535

Island Lake First Nations Family Services

General Delivery
Garden Hill, MB R0B 0T0
Phone: 204-456-2015
Toll free: 1-888-242-0605

Kinosao Sipi Minisowin Agency

P.O. Box 640 Norway House, MB R0B 1B0
Phone: 204-359-4551

Nikan Awasisak Agency

P.O. Box 388
Cross Lake, MB R0B 0J0
Phone: 204-676-3251

Nisichawayasihk Cree Nation Family and Community Wellness Centre

P.O. Box 451
Nelson House, MB R0B 1A0
Phone: 204-484-2341

Opaskwayak Cree Nation Child & Family Services

P.O. Box 10550
Opaskwayak, MB R0B 2J0
Phone: 204-627-7240
Toll free: 1-877-627-7240

First Nations of Southern Manitoba CFS Authority and List of Mandated CFS Agencies (Southern First Nations Network of Care)

Southern First Nations Network of Care – Child and Family Services Authority

Long Plain First Nation
110 - 5010 Crescent Rd. West Long Plain Reserve #6B
Portage la Prairie, MB R1N 3C4
Phone: 204-783-9190
Toll free: 1-800-665-5762
Email: reception@southernnetwork.org
Website: **www.southernnetwork.org**

Animikii Ozoson Child and Family Services

301 - 352 Donald St. Winnipeg, MB R3B 2H8
Phone: 204-944-0040
Toll free: 1-877-300-5111

Anishinaabe Child and Family Services

Pinaymootang First Nation
General Delivery
Fairford, MB R0C 0X0
Phone: 204-659-4546

Dakota Ojibway Child and Family Services

702 Douglas St. Brandon, MB R7A 7B2
Phone: 204-729-3650 or 204-729-3651
Toll free: 1-877-508-8289
Website: **www.dotc.mb.ca/docfs.html**

Intertribal Child and Family Services

P.O. Box 358
Koostatak, MB R0C 1S0
Phone: 204-645-2744
Toll free: 1-866-573-4461
Website: **www.intertribalcfs.org**

Peguis Child and Family Services

P.O. Box 610
Peguis, MB R0C 3J0
Phone: 204-645-2049
Toll free: 1-877-777-2049
Website: **www.peguiscfs.ca**

Sagkeeng Child and Family Services

P.O. Box 700
Pine Falls, MB R0E 1M0
Phone: 204-367-2215
Toll free: 1-877-367-4020

Sandy Bay Child and Family Services

P.O. Box 105
Marius, MB R0H 0T0
Phone: 204-843-2687
Toll free: 1-866-235-6968
Website: **www.sandybaycfs.org**

Southeast Child and Family Services

10 Thunderbird Lane Brokenhead Ojibway Nation
P.O. Box 240-10
Scanterbury, MB R0E 1W0
Phone: 204-766-2386

West Region Child and Family Services

Rolling River First Nation
P.O. Box 280 Erickson, MB R0J 0P0
Phone: 204-636-6100
Toll free: 1-866-636-6100

CULTURE, WELLNESS AND FAMILY SUPPORTS

Aboriginal Centre of Winnipeg

This non-profit corporation is a centre for Aboriginal enterprise and houses many Aboriginal service providers.

103 - 181 Higgins Ave. Winnipeg, MB R3B 3G1
Phone: 204-989-6395
Email: info@abcentre.org
Website: **www.abcentre.org**

Aboriginal Council of Winnipeg

The council serves as a political voice and advocate representing the interests of the Aboriginal community of Winnipeg.

112 - 118 Higgins Ave. Winnipeg, MB R3B 3G1
Phone: 204-989-6380
Website: **www.abcouncil.org**

Aboriginal Head Start program

Aboriginal Head Start is a federally funded, community-based, early-childhood education program that supports families with Aboriginal children between ages two and five. The program includes culture and language, social support, health promotion, nutrition, education and parental involvement.

Canada Prenatal Nutrition Program

This program, also federally funded, helps communities promote public health. It also provides support to improve the health and well-being of pregnant women, new mothers and babies facing difficult life situations.

Both programs – the Aboriginal Head Start and the Canada Prenatal Nutrition Program – operate in many communities across Manitoba. For information on programs in your area, contact the federal government offices listed below.

Off reserve (urban and northern communities)

Public Health Agency of Canada

7th floor - 275 Portage Ave. Winnipeg, MB R3B 2B3
Phone: 204-789-7421
Website: **www.manitobaaboriginalheadstart.ca**

On reserve

First Nations and Inuit Health Branch, Health Canada

Suite 300 - 391 York Ave. Winnipeg, MB R3C 4W1
Phone: 204-984-5173
Toll free: 1-866-225-0709
TTY: 1-800-267-1245 (Health Canada)

EAGLE Urban Transition Centre

This centre supports and advocates for Aboriginal people who have moved to Winnipeg. It also offers a variety of programs, services and resources for Aboriginal people.

501 - 286 Smith St. Winnipeg, MB R3C 1K4
Phone: 204-954-3050
Website: **www.eagleutc.com**

Eyaa-Keen Healing Centre

Eyaa-Keen Healing Centre provides integrated physical, emotional, mental and spiritual treatment, healing and development for Aboriginal adults over the age of 24. Fees may apply – contact the centre for details.

547 Notre Dame Ave. Winnipeg, MB R3B 1S2
Phone: 204-783-2976
Toll free: 1-877-423-4648
Email: contact@eyaa-keen.org
Website: **www.eyaa-keen.org**

Flora House, Winnipeg Inner City Missions (Presbyterian Church in Canada)

Flora House offers programs for children, youth and families in Winnipeg's north end.

P.O. Box 2444, Station Main Winnipeg MB R3C 4A7
Phone: 204-942-8682
Website: **www.wicm.ca**

Indian Family Centre

This drop-in resource centre provides social and emotional support for Aboriginal families, combining traditional Aboriginal spirituality and Christian views.

470 Selkirk Ave. Winnipeg, MB R2W 2M5
Phone: 204-586-8393
Email: indianfamilycentre@shawbiz.ca
Website: **www.indianfamilycentre.com**

Ka Ni Kanichihk

Ka Ni Kanichihk provides programs and services that focus on wholeness and wellness. The programs help build the strength and resilience of Aboriginal people.

455 McDermot Ave. Winnipeg, MB R3A 0B5
Phone: 204-953-5820
Email: admin@kanikanichihk.ca
Website: **www.kanikanichihk.ca**

Ma Mawi Wi Chi Itata Centre

Ma Mawi Wi Chi Itata Centre provides Aboriginal families with prevention and support programs that incorporate their Aboriginal culture. Programs include short-term emergency services (ex: food, bus tickets, baby supplies), community drop-in, in-home support services, parenting groups, opportunities to volunteer and build skills, healthy lifestyle and healthy relationship programs, and literacy and employment programs. The Spirit of Peace Program (family violence prevention programs for men, women and children) is also available at the centre. There are several locations, including community care sites at 318 Anderson Ave., 443 Spence Ave. and 363 McGregor St. (in Winnipeg).

Administrative site:

94 McGregor Ave. Winnipeg, MB R2W 4V5
Phone: 204-925-0300
Email: info@mamawi.com
Website: **www.mamawi.com**

Métis Resource Centre

The Métis Resource Centre provides cultural, educational and social programming for Métis people and others interested in Métis culture and history.

504 - 63 Albert St. Winnipeg, MB R3B 1G4
Phone: 204-956-7767
Email: metisrc@mymts.net

Ndinawe Youth Resource Centre and Safe Home

Ndinawe provides shelter, culture, recreation, outreach, education and support programs. Ndinawe also operates a safe home that provides 24-hour shelter and basic needs for Winnipeg children and youth who live on the streets and are at risk for abuse and sexual exploitation.

472 Selkirk Ave. Winnipeg, MB R2W 2M7
Phone: 204-589-5545

Neah Kee Papa Program, Manitoba Metis Federation

Neah Kee Papa is a parenting program for men. It is designed to support the well-being of children and to encourage and promote the parenting role of fathers.

3rd floor - 150 Henry Ave. Winnipeg, MB R3B 0J7
Phone: 204-586-8474, ext. 371
Website: **www.mmf.mb.ca**

Friendship Centres

Friendship centres help meet the needs of the Aboriginal community by providing a range of social, cultural and recreational activities, including literacy, employment and social services.

Indian and Métis Friendship Centre of Winnipeg

45 Robinson St. Winnipeg, MB R2W 5H5
Phone: 204-586-8441
Email: general@imfc.net
Website: **www.imfc.net**

Brandon Friendship Centre

836 Lorne Ave. Brandon, MB R7A 0T8
Phone: 204-727-1407
Email: bfcinc@mymts.net
Website: **www.brandonfriendshipcentre.net**

Dauphin Friendship Centre

210 - 1st Ave. Northeast Dauphin, MB R7N 1A7
Phone: 204-638-5707
Email: dfcexec@mymts.net
Website: **www.brandonfriendshipcentre.net**

Flin Flon Aboriginal Friendship Centre

57 Church St. Flin Flon, MB R8A 1M7
Phone: 204-687-3900
Email: ffimfa@mymts.net
Website: **www.mac.mb.ca/flinflon**

Lynn Lake Friendship Centre

P.O. Box 460
625 Gordon St. Lynn Lake, MB R0B 0W0
Phone: 204-356-2407
Email: lynnlfc@cancom.net
Website: **www.mac.mb.ca/LynnL**

Ma-Mow-We-Tak Friendship Centre

4 Nelson Rd. Thompson, MB R8N 0B4
Phone: 204-677-0950
Email: reception@mamowwetak.mb.ca
Website: **www.mamowwetak.mb.ca**

Portage Friendship Centre

20 - 3rd St. Northeast Portage la Prairie, MB R1N 1N4
Phone: 204-239-6333
Email: portagfc@portage.net
Website: **www.mac.mb.ca/portage**

Riverton and District Friendship Centre

P.O. Box 359
53 Laura Ave. Riverton, MB R0C 2R0
Phone: 204-378-2800
Email: rdfc@mts.net
Website: **www.rivertonfc.com**

Selkirk Friendship Centre

425 Eveline St. Selkirk, MB R1A 2J5
Phone: 204-482-7525
Email: sfc@mts.net
Website: **www.mac.mb.ca/Selkirk**

Swan River Friendship Centre

P.O. Box 1448
1413 Main St. East. Swan River, MB R0L 1Z0
Phone: 204-734-9301
Email: srfc@mts.net
Website: **www.mac.mb.ca/swanriver/**

The Pas Friendship Centre

P.O. Box 2638
103 Edwards Ave. The Pas, MB R9A 1M3
Phone: 204-627-7500
Email: tpfc@mymts.net
Website: **www.thepasfriendshipcentre.com**

NOTES

ABUSE

Abuse can happen to anyone. It can be physical, sexual, emotional, financial, or any combination of these. Abuse may be committed by a current or former partner/spouse, a family member, a caregiver, a friend, a stranger, etc.

Abuse is a crime and victims of abuse are protected by civil and criminal law. You can make an application to the courts for an order of protection. You can also contact the local police or RCMP about criminal charges.

If you have been a victim of domestic or sexual violence, it's important to know you don't deserve to be abused. And you are not alone. There are many services here to help you, including crisis lines, resource centres, shelters, residential programs, and other agencies that provide counselling.

Note: You will also find similar services listed in the Aboriginal Services chapter and the Support for Families chapter.

CRISIS LINES

Domestic violence crisis line
(provincewide, 24-hour, toll-free)

1-877-977-0007

Klinic sexual assault crisis line:

204-786-8631 (in Winnipeg) or toll free 1-888-292-7565

DOMESTIC VIOLENCE

Women's Shelters

Ten women's shelters provide free emergency accommodations and counselling to women, and their children, who are victims of domestic violence. The addresses of these shelters are confidential for personal safety. The shelters are accessible to people with disabilities. For women who have pets, shelters will work with a local animal shelter to arrange temporary shelter for the animal(s).

Note: For shelters on reserves, refer to the Abuse section of the Aboriginal Services chapter.

In Winnipeg:

Osborne House

24-hour local crisis line: 204-942-3052
Toll free crisis line: 1-877-977-0007
TTY: 204-942-5209 or toll free 1-888-987-2829
Website: **www.osbornehouse.org**

Ikwe Widdjiitiwin

Phone: 204-987-2780
24-hour toll free line: 1-800-362-3344
TTY: 204-987-2829 or toll free 1-888-987-2829
Website: **http://ikwe.shelternet.ca**

Rural/Northern Shelters:

Note: Call the domestic violence crisis line toll free 1-877-977-0007 (TTY: 1-888-987-2829) to find the shelter nearest you.

Agape House – Eastman Crisis Centre

Steinbach
Local crisis line: 204-346-0028
Website: **http://agapehouse.shelternet.ca**

Aurora House – The Pas Committee for Women in Crisis

The Pas
Local crisis line: 204-623-5497
Website: **http://aurorahouse.shelternet.ca**

Genesis House – South Central Committee on Family Violence

Winkler
Local crisis line: 204-325-9800
Website: **http://genesishouse.shelternet.ca**

Nova House

Selkirk
Local crisis line: 204-482-1200
Website: **www.novahouse.ca**

Parkland Crisis Centre

Dauphin
Local crisis line: 204-638-9484
Website: **www.mts.net/~pkndcris/**

Portage Family Abuse Prevention Centre

Portage la Prairie
Local crisis line: 204-239-5233
Website: **www.abuseprevention.ca**

Thompson Crisis Centre

Thompson
Local crisis line: 204-778-7273
Website: **www.thompsoncrisiscentre.org**

YWCA Westman Women's Shelter

Brandon
Local crisis line: 204-727-3644
Website: **http://westman.shelternet.ca**

Emergency Shelter, Men's Resource Centre

For information, see the listing for the Men's Resource Centre in the Support for Families chapter.

Women's Resource Centres

Women's resource centres provide counselling, support groups, workshops, information and referrals for women abused by their partners. For contact information on women's resource centres in Manitoba, see the Support for Families chapter.

Residential Second-Stage Housing Programs

Residential second-stage housing programs offer protective, affordable, long-term housing and services to women who have left abusive relationships, but still need support. The programs provide emotional and practical support, including individual and group counselling, and parenting support and information.

Alpha House

Winnipeg
Phone: 204-982-2011
Website: **www.alphahouseinc.com**

L'Entre-temps des Franco-Manitobaines

Winnipeg
Phone: 204-925-2550
Toll free: 1-800-668-3836
Website: **www.entretempsfm.com**

Mary's House, Samaritan House Ministries

Brandon
Phone: 204-726-1268
Website: **www.samaritanhouse.net/maryshouse**

Women in Second Stage Housing (W.I.S.H.)

Winnipeg
Phone: 204-275-2600
Website: **www.mts.net/~wishinc/**

Other Domestic Violence Resources

Brandon Access Exchange Service

This centre provides a safe, neutral place to support parent-child visits and exchanges of children for high-conflict families in Brandon and the surrounding area.

836 Lorne Ave. Brandon, MB R7A 0T8
Phone: 204-729-8115
Website: **www.brandonfriendshipcentre.net**

Building Bridges Program, The Counselling Centre

This group counselling program helps men develop greater self-awareness, as well as healthy, respectful, supportive behaviours towards their partners.

335 - 9th St. Brandon, MB R7A 4A8
Phone: 204-726-8706

Couples Counselling Project, University of Manitoba

The Couples Counselling Project helps couples who've experienced abuse/violence in the past, and want to work towards abuse-free relationships. Services are free.

485 Selkirk Ave. Winnipeg, MB R2W 2M6
Phone: 204-790-7221
Email: couples@cc.umanitoba.ca
Website: **www.umanitoba.ca/social_work**

Evolve, Klinic Community Health Centre

Evolve offers free individual and group counselling to individuals who have experienced violence/abuse or who have behaved abusively in an intimate relationship. Evolve also provides counselling for children who have witnessed abuse.

870 Portage Ave. Winnipeg, MB R3G 0P1
Intake line: 204-784-4070
Email: klinic@klinic.mb.ca
Website: **www.klinic.mb.ca/counsel-domestic.htm**

Drop-in Counselling:
545 Broadway Winnipeg, MB R3C 0W3
Phone: 204-784-4067 (call for schedule)

Family Violence Counselling Program, Nor'West Co-op Community Health Centre

The program provides individual and group counselling to women struggling with family violence, and to their children who have witnessed or experienced family violence.

103 - 61 Tyndall Ave. Winnipeg, MB R2X 2T4
Phone: 204-940-2080
Website: **www.norwesthealth.ca**

Immigrant Women's Counselling Services

This program offers individual and group counselling to immigrant women facing a wide range of issues, including domestic violence or trauma from the countries they left. Support is also provided for adapting to Canadian life and other life transitions.

200 - 323 Portage Ave. Winnipeg, MB R3B 2C1
Phone: 204-940-2172
Website: **www.norwesthealth.ca**

Manitoba Justice Victim Services – Domestic Violence Programs

Victim Services offers three programs for victims of domestic violence: the Domestic Violence Support Service (DVSS), the Domestic Violence Intervention Unit (DVIU) and the Cellphone Emergency Limited Link-up (CELL).

The DVSS, available across Manitoba, helps victims of domestic violence when criminal charges have been laid, or may be laid, against their partners. The DVIU offers support to families who receive police services for domestic violence incidents that occur in Winnipeg, but don't result in charges or arrests.

The CELL program loans free cell phones (pre-programmed to call emergency services) to domestic violence and stalking victims at times of extreme risk. The program is a co-operative effort between phone companies, social service agencies, police services and Manitoba Justice, and is available in several Manitoba communities.

1410 - 405 Broadway Winnipeg, MB R3C 3L6
Phone: 204-945-6851 (in Winnipeg)
Toll free: 1-866-484-2846
Website: **www.gov.mb.ca/justice/victims**

Men Are Part of the Solution (MAPS)

MAPS offers individual and group counselling and community outreach on domestic violence issues.

90 Princeton Dr. Thompson, MB R8N 0L3
Phone: 204-778-6040
Website: **www.menarepartofthesolution.com**

Moving on and Managing Your Money: An Information Guide for Domestic Violence Survivors

People who leave homes where there is domestic violence often face money problems. This guide provides information for survivors on the steps to take to become financially independent. The guide was produced by the Consumer Protection Office (Manitoba Healthy Living, Seniors and Consumer Affairs).

Website: **www.gov.mb.ca/cca/cpo/pubs/dom_violence_guide.pdf**

Peaceful Futures, YWCA Brandon

Peaceful Futures is a free counselling program for couples who have experienced abuse in their relationship in the past, and want to work to improve their relationship and have a peaceful future together. Couples who qualify for the program must commit to an abuse-free relationship while attending the program and the counselling must not be court-ordered.

148 - 11th St. Brandon, MB R7A 4J4
Phone: 204-571-3680
Website: **www.ywcabrandon.com**

Winnipeg Children's Access Agency

This centre provides a safe, neutral place to support parent-child visits and exchanges of children for high-conflict families.

385 River Ave. Winnipeg, MB R3L 0L3
Phone: 204-284-4170
Toll free: 1-866-886-6153
Website: **www.wcaa.ca**

A Woman's Place

This program offers free legal services and support to women who've been abused by their partners. Onsite services include access to a lawyer, paralegals and support workers.

200 - 323 Portage Ave. Winnipeg, MB R3B 2C1
Phone: 204-940-6624
Website: **www.norwesthealth.ca**

RESOURCES FOR SEXUAL ABUSE, ASSAULT AND/OR EXPLOITATION

Note: For more agencies that offer counselling, see the chapters on Aboriginal Services, Health Care and Disability Services, and Support for Families.

Canadian Centre for Child Protection

This organization offers resources to help keep children safe and reduce their risk of being sexually exploited. (**www.kidsintheknow.ca** and **www.commit2kids.ca**). It also helps find missing or exploited children (**www.missingkids.ca**). You can also go to **www.cybertip.ca** – Canada's national tip line for reporting online sexual exploitation of children.

615 Academy Rd. Winnipeg, MB R3N 0E7
Phone: 204-945-5735
Toll free: 1-800-532-9135
Email: contact@protectchildren.ca
Website: **www.protectchildren.ca**

Dream Catchers, Klinic Community Health Centre

Dream Catchers supports women and transgender individuals who are in the process of leaving the sex trade. The program provides safe, supportive, therapeutic services.

870 Portage Ave. Winnipeg, MB R3G 0P1
Phone: 204-784-4042 or 204-784-4065
Website: **www.klinic.mb.ca/dreamcatchers.htm**

Families Affected by Sexual Assault (FASA) – New Directions for Children, Youth, Adults and Families

FASA provides therapy for families with children (under 18) who have been sexually assaulted by someone other than a parent or sibling. There is no wait list and services are free. FASA also offers a program that provides therapy to families with children under 12 who have sexual behaviour problems (show signs of developmentally inappropriate sexual behaviour to another person or themselves).

400 - 491 Portage Ave. Winnipeg, MB R3B 2E4
Phone: 204-786-7051
Website: **www.newdirections.mb.ca**

Hands of Mother Earth (H.O.M.E.) and Honouring the Spirit of Our Little Sisters, Ma Mawi Wi Chi Itata

These residential programs offered by Ma Mawi Wi Chi Itata are for sexually exploited young women and transgender youth (ages 13 to 17).

Winnipeg, MB
Phone (Hands of Mother Earth): 204-646-2901
Phone (Honouring the Spirit of Our Little Sisters): 204-925-1778
Website: **www.mamawi.com**

The Laurel Centre

The centre provides individual and group counselling to women who have experienced childhood or adolescent sexual abuse, and want to resolve the long-term effects of the abuse. This may include addiction problems.

104 Roslyn Rd. Winnipeg, MB R3L 0G6
Phone: 204-783-5460
Email: info@thelaurelcentre.com
Website: **www.thelaurelcentre.com**

Marymound Clinical and Therapeutic Services

Marymound offers the Sexually Exploited Youth Program and Sexual Abuse Treatment Program.The first works with young people (and their families, when appropriate) to provide therapy, life-skills coaching and access to community resources. This program also operates two group homes. The Sexual Abuse Treatment Program provides therapy for young people (ages four to 16) who've been sexually abused by a family member or someone else. Family participation is also encouraged, if appropriate.

442 Scotia St. Winnipeg, MB R2V 1X4
Phone: 204-338-7971
Email: info@marymound.com
Website: **www.marymound.com**

Men's Resource Centre

The Men's Resource Centre provides long-term individual and group counselling to men who've experienced childhood or adolescent/teenage sexual abuse. The program recognizes that many compulsive behaviours, like addictions, are the result of survivors attempting to cope with the pain of abuse.

301 - 321 McDermot Ave.Winnipeg, MB R3A 0A3
Intake line: 204-415-6797, ext. 250
Toll free: 1-855-MRC-MRCS (1-855-672-6727)
Website: **www.mens-resource-centre.ca**

Sage House

Sage House offers women who are street-involved and/or involved in the sex trade a welcoming, safe environment where they can receive meals, laundry and baths, health education, free condoms and medical care onsite. These services are available during drop-in hours. (Call phone number below for hours.)

422 Dufferin Ave. Winnipeg, MB R2W 2Y5
Phone: 204-943-6379
Website: **www.mountcarmel.ca**

Sexual Abuse Treatment Program, Knowles Centre

This program provides free counselling services for young people (ages 4 to 21) who've been sexually abused by a family member or someone else. This program helps children and families recognize how abuse may have affected them, and helps them cope with past sexual abuse experiences in a positive way.

2065 Henderson Highway Winnipeg, MB R2G 1P7
Phone: 204-339-1951
Email: satp@knowlescentre.ca
Website: **www.knowlescentre.ca**

Sexual Assault Crisis Program, Klinic Community Health Centre

This program provides recent or past victims of sexual assault with a 24-hour crisis line, and short-term in-person counselling. These services are also available to victims' families, friends and supporters. As well, the program has trained volunteer counsellors who will meet victims at the hospital. They will provide support and encouragement through the process of reporting the sexual assault, and getting medical, legal, and social services.

Sexual Assault Crisis Line: 204-786-8631
Sexual Assault Crisis Line (toll free): 1-888-292-7565
Sexual Assault Crisis Line (TTY): 204-784-4097

For in-person counselling, call the Sexual Assault Intake line:
204-784-4049

Website: **www.klinic.mb.ca/counsel-sexual.htm**

Sexual Assault Suite, Health Sciences Centre

All sexual assault victims who go to a hospital in Winnipeg for treatment within 72 hours of an assault are brought to the sexual assault suite at the Health Sciences Centre. Here, patients receive care from a specially trained nurse, in a place where survivors feel supported and can begin the process of healing. You can also receive information about counselling, and about reporting to police.

Winnipeg, MB
Phone: 204-787-3942

Survivor's Hope Crisis Centre

Through the SARAH program (Sexual Assault Recovery and Healing), Survivor's Hope provides crisis intervention services, hospital accompaniment and support, follow-up support and referrals to survivors of sexual assault in northeastern Manitoba. Services are also available for survivors' family members, friends and other loved ones. As well, the centre provides youth with preventive programs that address sexual and relationship violence.

Pinawa, MB
Phone: 204-753-3150
Website: **http://survivors-hope.ca**

Transition, Education and Resources for Females (TERF) Program – New Directions for Children, Youth, Adults and Families

TERF is a transition and healing program for children, youth, adults and transgender individuals who've been exploited through the sex trade.

400 - 491 Portage Ave. Winnipeg, MB R3B 2E4
Phone: 204-786-7051, ext. 5311
Email: terf@newdirections.mb.ca
Website: **www.newdirections.mb.ca/services/training_ed/terf.php**

OTHER RESOURCES DEALING WITH ABUSE

Canadian Red Cross RespectED: Violence and Abuse Prevention

Through interactive workshops, RespectED educates youth about abuse, harassment and violence. It also promotes healthy relationships and safer communities. In addition to their offices in Winnipeg and Brandon, the Red Cross has outreach staff in various Manitoba communities.

Winnipeg/NE Manitoba Office

Canadian Red Cross House
1111 Portage Ave. Winnipeg, MB R3G 0S8
Phone: 204-982-7319
Toll free: 1-866-685-4250
Email: informanitoba@redcross.ca
Website: **www.redcross.ca**

Western Manitoba Office

Unit #2 - 817 Rosser Ave. Brandon, MB R7A 0L1
Phone: 204-729-4970

Manitoba Justice Victim Services – Child Victim Support Service (CVSS)

The CVSS helps victims and witnesses of abuse (up to age 18), adult survivors of sexual abuse, and other vulnerable victims (on a case-by-case basis) who are involved in the criminal court process.

1410 - 405 Broadway Winnipeg, MB R3C 3L6
Phone: 204-945-6851 (in Winnipeg)
Toll free: 1-866-484-2846
Website: **www.gov.mb.ca/justice/victims**

NOTES

CHILD CARE

There are many child care options available to parents in Manitoba, including licensed, early learning and child care centres, homes and nursery schools, as well as unlicensed child care provided in home settings. Parents may also seek temporary or casual care for their children. Some of these child care options are explained below.

LICENSED EARLY LEARNING AND CHILD CARE

Licensed centres/homes are inspected and monitored by the Manitoba government (Manitoba Early Learning and Child Care). They must meet government standards in many areas, including health and safety, staff training and ratios, programming, equipment, behaviour management policies, health and nutrition guidelines, and more. Quality early learning and child care supports a child's emotional, social, intellectual and physical development. It also keeps children safe and happy, in a caring environment.

In Manitoba, families can choose full-time or part-time care in a licensed child care centre, a family child care home or a nursery school.

Child Care Centres

Child care centres offer one or more of the following types of programs:

Full-Time Infant and Preschool

- for children three months to six years of age
- typically open from 6:00 or 6:30 a.m. to 5:30 or 6:00 p.m.
- evening, overnight or weekend care may be available

Nursery School

- for preschool children under six years of age
- for parents who may or may not work outside the home, but still want an enriching experience for their children
- usually operate for two or three hours a day, and from two to five days a week

School Age

- for children five to 12 years of age
- for children while they are not in school (ex: before or after school, lunch hours, teacher in-service days, school holidays)

Child Care Homes

This type of licensed child care is offered in the caregiver's own home. There are two types:

Family Child Care Home

Can accept:

- up to eight children under age 12
- no more than five children under age 6
- no more than three children under age 2

The caregiver's own children (under age 12) are included in the maximum numbers allowed.

Group Child Care Home

- two caregivers work together in the home of one of the caregivers
- can accept up to 12 children under age 12, with no more than three children under age 2

Finding Licensed Child Care

Manitoba Early Learning and Child Care

Manitoba Early Learning and Child Care's (MELCC's) website allows you to search for licensed care in your community. You can also use the Online Child Care Registry to find out information about the various licensed child care providers, and to put your child's name on wait lists for as many providers as you want. This way, you'll be on the wait lists of all the licensed child care providers that meet your needs.

MELCC publishes A Parent's Guide to Quality Child Care. This guide provides information about child care options in Manitoba and is available free online (see website address below), or by contacting Manitoba Early Learning and Child Care.

219 - 114 Garry St. Winnipeg, MB R3C 4V6
Phone: 204-945-0776
Toll free: 1-888-213-4754
Email: cdcinfo@gov.mb.ca
Website: **www.gov.mb.ca/childcare**

Subsidies

Subsidy Information Services

Subsidies help lower the cost of child care for eligible parents and are only available for children enrolled in licensed child care. They are available at all provincially funded centres, homes and nursery schools, and at some non-funded programs. To be eligible for subsidy (other than subsidy for nursery school), parents must show a reason for needing child care (ex: employed, in training, attending school or university, looking for a job or having a medical or special need). A special income-based subsidy for families wanting a part-time nursery school experience for their preschool children is also available at most licensed nursery schools. For these subsidies, families do not need a reason for service, such as working or going to school, to qualify.

Manitoba Early Learning and Child Care's website (www.gov.mb.ca/childcare) has a Subsidy Eligibility Estimator, which can help you estimate your family contribution and the amount of subsidy for a four-week period. Subsidy applications are available online, through your child care provider, or by contacting Subsidy Information Services.

102 - 114 Garry St. Winnipeg, MB R3C 1G1
Phone: 204-945-0286
Toll free: 1-877-587-6224
Website: **www.gov.mb.ca/childcare**

Social Services Appeal Board

If you disagree with either the amount of a subsidy, or the decision not to grant subsidy, you may appeal the decision. An appeal must be submitted in writing, within 30 days of receiving the subsidy decision, to the Social Services Appeal Board.

7th floor - 175 Hargrave St. Winnipeg, MB R3C 3R8
Phone: 204-945-3003 or 204-945-3005
Toll free: 1-800-282-8069
TTY: 204-948-2037
Website: **www.gov.mb.ca/fs/ssab/**

Child Care Inclusion Support Program

Manitoba Early Learning and Child Care can provide funding to licensed child care centres, nursery schools, and family and group child-care homes, to reduce or eliminate barriers for children with additional support needs. The Inclusion Support Program allows a child with additional support needs to participate fully in an early learning and child care program. For more information, contact the Inclusion Support Program.

219 - 114 Garry St. Winnipeg, MB R3C 4V6
Phone: 204-945-0776
Toll free: 1-888-213-4754
Email: cdcinfo@gov.mb.ca
Website: **www.gov.mb.ca/fs/childcare/inclusion**

UNLICENSED CHILD CARE

Private home child care is unlicensed care provided in a family home. Under Manitoba law, a caregiver at a private home may operate without a licence and offer care for a maximum of four children under the age of 12, with no more than two children under the age of 2. The caregiver's own children are included in these numbers. If more children than this are receiving care, the home must be licensed by the Manitoba government as a family child care home.

Parents have the right to ask an unlicensed caregiver for both a child abuse registry check and a criminal record check. (It is recommended that you ask for a criminal record check that includes a "vulnerable sector screening," which provides more detailed information, such as a sexual offence where a pardon has been granted.) Other important considerations include caregivers' qualifications and whether they have emergency first-aid and CPR training.

OTHER RESOURCES

Child Care

Manitoba Child Care Association

This non-profit organization advocates for a quality child care system. It publishes a helpful guide, Choose Quality Child Care, which includes information on what to look for, and questions to ask, when choosing a child care centre or home. The guide is available online at www.mccahouse.org or by calling 204-586-8587 (in Winnipeg); toll free 1-888-323-4676.

Babysitting and Home Alone

Sometimes parents need to find temporary or casual care for their children. According to Manitoba law, children under the age of 12 are not allowed to stay home alone. Once your child turns 12, he or she is legally old enough, in Manitoba, to stay home alone, and to care for younger children or siblings. Some 12-year-olds are ready to be alone for short periods of time; others may not be ready. To see whether your 12-year-old is ready to stay home alone, ask them if they'd know what to do in a difficult situation or an emergency.

Babysitting courses, and courses on staying home alone, are available. These courses teach children how to deal with common issues. Check with your local resource centre, library, community centre, YMCA-YWCA or any other organization to find a course near you.

Some groups that offer babysitter training are:

Babysitter Safety Training Course, Safety Services Manitoba

In Winnipeg, Safety Services Manitoba offers a Babysitter Safety Training Course for youth age 12 and older. Across the province, Safety Services Manitoba distributes course materials to groups who want to sponsor a training program. To find out where a course is being offered in your community, contact Safety Services Manitoba.

Phone: 204-949-1085
Toll free: 1-800-661-3321
Email: registrar@safetyservicesmanitoba.ca
Website: **www.safetyservicesmanitoba.ca**

What Every Babysitter Should Know, St. John Ambulance

This is a course for youth who, at minimum, are turning 12 within the calendar year.

Winnipeg:
Phone: 204-784-7000
Toll free: 1-800-471-7771
Email: info@mb.sja.ca
Website: **www.sja.ca/mb**

Brandon:
Phone: 204-727-4466
Email: info.brandon@mb.sja.ca

Canadian Red Cross Babysitting Course

This course is for youth who are 11 or older, and is offered in many communities across Manitoba.

Winnipeg/NE Manitoba Office
Phone: 204-982-7319
Toll free: 1-866-685-4250
Email: informanitoba@redcross.ca
Website: **www.redcross.ca**

NOTES

EDUCATION – LITERACY AND UPGRADING

Adult Learning and Literacy Programs

Adult learning and literacy programs help improve reading, writing, communication and math skills. Depending on the program, you may be able to receive high school credits, prepare for the General Educational Development (G.E.D.) test, or access family literacy programs. There is no cost to attend these programs. Depending on the program, registration may be by semester or may be accepted any time during the year. For a list of certified adult learning and literacy programs in Manitoba, go to **www.edu.gov.mb.ca/ael/all/directory/** or, to find a program near you, contact Literacy Partners of Manitoba.

LEARN Line: 204-947-5757
Toll free: 1-866-947-5757
Email: learnline@mb.literacy.ca
Website: **www.mb.literacy.ca**

General Educational Development (G.E.D.) Certificates

The G.E.D. certificate is not a high school diploma. Instead, it proves a person has a general educational background that compares to that of the average high school graduate. Special classes to prepare for a G.E.D. Test are offered at most adult education centres, employment preparation services and community colleges. Contact the provincial G.E.D. Testing Office at 1-800-853-7402 to receive information on times and locations for writing the test.

Website: **www.edu.gov.mb.ca/ael/all/ged/**

Mature Student High School Diploma

Students 19 years and over who have been out of school may choose to pursue a Mature Student High School Diploma by taking courses at a Manitoba high school, an adult learning centre (see Adult Learning and Literacy Programs in this section), and/or through Manitoba Education's Distance Learning Unit (toll free 1-800-465-9915; **www.edu.gov.mb.ca/k12/dl/**).

EDUCATION – OTHER SECONDARY PROGRAMS

Adolescent Parent Centre

The Adolescent Parent Centre is a special school in Winnipeg for young women who are pregnant or have babies that are two years old or younger. The centre offers junior high and senior high school courses.

136 Cecil St. Winnipeg, MB R3E 2Y9
Phone: 204-775-5440
Website: **www.wsd1.org/APC/**

Resources for Adolescent Parents (RAP)

For information on this program – offered by New Directions for Children, Youth, Adults and Families – see the Skill Upgrading and Employment section below.

EDUCATION – POST-SECONDARY ASSISTANCE

ACCESS Programs

These specialized programs are designed to help individuals access, and succeed in, post-secondary education. Eligible Manitobans are those facing geographic, financial or academic barriers that make it difficult for them to access post-secondary education. ACCESS programs are intended for (but not limited to) Aboriginals, northerners, women, immigrants and people from visible minority groups. For a list of colleges and universities that offer these programs, go to **www.edu.gov.mb.ca/ael/unicoll/access.html**.

Manitoba Student Aid, Manitoba Advanced Education and Literacy

Manitoba Student Aid provides financial assistance for post-secondary education to Manitobans with limited finances. Assistance includes loans that need to be repaid (Canada Student Loans, Manitoba Student Loans) or grants and bursaries (if you are eligible) that do not need to be repaid.

401 - 1181 Portage Ave. Winnipeg, MB R3G 0T3
Phone: 204-945-6321
Toll free: 1-800-204-1685
TTY: 204-945-8483 or toll free 1-866-209-0696
Website: **www.gov.mb.ca/educate/sfa/**

Brandon Office
3rd floor - 340 9th St.Brandon, MB R7A 6C2
Phone: 204-726-6592

SKILL UPGRADING AND EMPLOYMENT

Community Unemployed Help Centre

This non-profit organization provides information, advice and representation to unemployed workers in Manitoba experiencing Employment Insurance (EI) problems.

501 - 275 Broadway Winnipeg, MB R3C 4M6
Phone: 204-942-6556
Toll free: 1-866-942-6556
Email: cuhc@mymts.net
Website: **www.cuhc.mb.ca**

Employment Manitoba Centres, Manitoba Entrepreneurship, Training and Trade

Employment Manitoba centres offer free employment counselling, help with job searches and information on training programs. Employment Manitoba also offers financial help to eligible individuals entering a certain training programs. Employment Manitoba centres are located in communities across Manitoba. Contact Employment Manitoba or go to their website to find a location near you.

Phone: 204-945-0575
Toll free: 1-866-332-5077
Website: **www.gov.mb.ca/employment/jobs_careers.html**

New Directions for Children, Youth, Adults and Families

New Directions offers a variety of training and education programs, including:

- **JobSolution** – a program for young adults that provides job counselling and supports for keeping a job
- **Project OASIS** – a program for newcomer youth who are in contact with the youth criminal justice system
- **Resources for Adolescent Parents (RAP)** – a program for young women who are pregnant, or have children, that provides supports allowing them to continue going to school
- **Training Resources for Youth (TRY)** – a program for young people between 16 and 19 years of age that helps prepare them for work or return to school

400 - 491 Portage Ave. Winnipeg, MB R3B 2E4
Phone: 204-786-7051
TTY: 204-774-8541
Website: **www.newdirections.mb.ca**

Opportunities for Employment (OFE)

OFE helps people prepare for and find jobs. Services are free, and include assistance in developing resumes, preparing for interviews and searching for jobs. OFE also offers an Employ-Ability Skills Program, a computer literacy program, short-term certificate programs, and programs for mature workers (age 50 and older) and people with disabilities.

2nd floor - 352 Donald St. Winnipeg, MB R3B 2H8
Phone: 204-925-3490
Email: ofe@ofe.ca
Website: **www.ofe.ca**

Osborne Village Resource Centre

This resource centre helps prepare people for successful job searches and/or career changes. Services include career counselling, help in developing resumes, workshops on interview skills and job searches, and basic computer training.

Unit 1 - 107 Osborne St. Winnipeg, MB R3L 1Y4
Phone: 204-989-6503
Website: **www.ovrc.ca**

PATH Resource Centre, North End Community Renewal Corp.

This resource centre works with north end residents to help identify personal and employment goals and create action plans to reach these goals. Services include career assessments, one-on-one counselling, job placements, and workshops on life skills, employment readiness and introduction to computers.

627 Selkirk Ave. Winnipeg, MB R2W 2N2
Phone: 204-927-2300
Website: **www.necrc.org**

Reaching E-Quality Employment Services (REES)

REES provides employment counselling services for people with physical disabilities or health conditions. Services include career exploration, resume development/cover letter writing and job placements, along with interview, job search and employment maintenance skills. REES also offers the Youth Employment Project (YEP), for youth (ages 17 to 29) who have a disability or health condition.

305 - 1200 Portage Ave. Winnipeg, MB R3G 0T5
Phone: 204-832-7337
TTY: 1-800-855-0511 (ask for 204-947-3480)
Email: info@re-es.org
Website: **www.re-es.org**

SEED Winnipeg

SEED is a non-profit organization that helps low-income individuals and groups start and expand small businesses. Services are free and include training, consulting, business planning and ongoing assistance.

80 Salter St. Winnipeg, MB R2W 4J6
Phone: 204-927-9935
Email: info@seedwinnipeg.ca
Website: **www.seedwinnipeg.ca**

Taking Charge!

Taking Charge! provides services to help single parents and women become self-sufficient. Services include literacy and academic upgrading programs, career counselling, personal development and pre-employment workshops, parenting programs and computer classes.

276 Colony St. Winnipeg, MB R3C 1W3
Phone: 204-925-1100
Website: **www.takingcharge.org**

Winnipeg Transition Centre

The Winnipeg Transition Centre's Employment Assistance Resource Services (E.A.R.S.) program offers free job-search training to unemployed and under-employed Manitobans. E.A.R.S. workshops teach skills and offer advice on every step of the job-finding process, from contacting employers and creating resumes, to having a successful job interview.

1836 Main St. Winnipeg, MB R2V 3H2
Phone: 204-338-3899
Email: info@winnipegtransitioncentre.com
Website: **www.winnipegtransitioncentre.com**

Women Business Owners of Manitoba

Women Business Owners of Manitoba is a non-profit organization that provides training and networking opportunities for women entrepreneurs.

P.O. Box 2748 Winnipeg, MB R3C 4B3
Phone: 204-775-7981
Email: info@wbom.ca
Website: **www.wbom.ca**

Women's Enterprise Centre

Women's Enterprise Centre helps women throughout Manitoba find information, improve their skills and get financing to start a business, or expand or purchase an existing business.

100 - 207 Donald St. Winnipeg, MB R3C 1M5
Phone: 204-988-1860
Toll free: 1-800-203-2343
Email: wecinfo@wecm.ca
Website: **www.wecm.ca**

The Workers Compensation Board (WCB) of Manitoba

The WCB administers insurance to workers and employers in Manitoba for workplace injuries. It provides assistance to workplaces, and workers injured on the job, through both financial compensation and return-to-work services.

333 Broadway Winnipeg, MB R3C 4W3
Phone: 204-954-4321 (exchange connecting all departments)
Phone: 204-954-4922 (general information)
Toll free: 1-800-362-3340
Email: wcb@wcb.mb.ca
Website: **www.wcb.mb.ca**

WCB Northern Regional Office
4 - 90 Thompson Dr. Thompson, MB R8N 1Y9
Phone: 204-778-1900
Toll free: 1-866-770-5366

Workers Compensation Board (WCB)
24-Hour Worker Distress Line

This line is a free, confidential service offered by Klinic Community Health Centre for WCB claimants, or their family members, who are in distress or experiencing a crisis.

Phone: 204-786-8175
Toll free: 1-800-719-3809

Workplace Education Manitoba (WEM)

Workplace Education Manitoba (WEM) provides free assessments and training to prepare individuals for work or further education. The agency also has programs for Aboriginal people, immigrants and individuals planning to enter the skilled trades. Programs are available in many communities across Manitoba, including Flin Flon, Swan River, The Pas, Thompson and Winkler.

1000 Waverley St. Winnipeg, MB R3T 0P3
Phone: 204-272-5030
Toll free: 1-866-704-6118
Email: info@wem.mb.ca
Website: **www.wem.mb.ca**

Winnipeg Industrial Skills Training Centre

This centre trains unemployed individuals for entry-level jobs in the metal trades through courses on industrial metal fabrication and industrial welding.

903 King Edward St. Winnipeg, MB R3H 0P8
Phone: 204-783-7031
Website: **www.wistc.ca**

Y.E.S. Manitoba

This agency provides free help to youth (ages 16 to 29) looking for work. Services include employment counselling and career planning, help in creating resumes and cover letters, interview skills and job search assistance.

614 - 294 Portage Ave.
Winnipeg, MB R3C 0B9
Phone: 204-987-8660
Website: **www.youthemploymentservices.com**

Youth Canada

This federal government website provides easy access to youth-related information and services about education, jobs and career planning. It also has information about health, money management and more.

Toll free: 1-800-622-6232 (information on Government of Canada programs and services)
Website: **www.youth.gc.ca**

YWCA of Thompson

The YWCA of Thompson offers life skills, pre-employment, upgrading and literacy programs.

39 Nickel Rd. Thompson, MB R8N 0Y5
Phone: 204-778-6341
Website: **www.ywcathompson.ca**

NOTES

EMPLOYMENT AND INCOME ASSISTANCE (EIA), MANITOBA ENTREPRENEURSHIP, TRAINING AND TRADE

EIA provides benefits (in the form of money) to help Manitobans with no other way to support themselves or their families. These benefits help with the costs of basic needs like food, clothing, housing and health costs. For people who are able to work, EIA provides support to help them find employment.

Applying for EIA

Before you fill out an application for EIA benefits, you may need to complete a pre-intake orientation. Once that's done, EIA staff will set up an intake appointment for you to complete an EIA application. A checklist of documents you should bring with you to the appointment is available at **www.gov.mb.ca/fs/assistance/pubs/eia_checklist.pdf**.

For more information on how to:

- apply for EIA
- set up a pre-intake orientation
- make an intake appointment
- find the EIA office nearest you

Contact one of the numbers below:

Phone: 204-948-4000 (in Winnipeg)
Toll free: 1-877-812-0014
TTY: 204-945-4796 or 1-800-855-0511 (Manitoba Relay Service)

You can also go to **www.manitoba.ca/fs/eiawloc** for a map of EIA office locations near you (in Winnipeg), or **www.manitoba.ca/fs/eiarloc** for locations outside Winnipeg.

After-Hours Emergency Support

After-hours emergency support may be available if you have a crisis that can't wait until regular business hours. For emergency support, call 204-945-0183 in Winnipeg or toll free 1-866-559-6778.

Other EIA Benefits

Along with income support, you may qualify for additional benefits from EIA. For example, EIA may help with the costs of:

- a new baby (ex: crib, layette)
- beds and bedding (a mattress, box spring and frame for each person in the home every seven years; new bedding every three years)
- child care, including the cost of getting children to and from childcare while you're working, going to school or in job training
- needed home repairs (if you own your home)
- moving, in special cases (ex: home is unsafe; a change in family size; finding lower rent; or moving closer to a job or training)
- electricity, fuel, etc. in northern and remote communities
- replacing identification (ID), if yours is lost, stolen, or destroyed
- school supplies for dependent children (under 18) who go to school full-time (the amount depends on the child's age)
- damage or security deposits for your home
- basic furniture – a one-time start-up allowance – if furniture is not included in the rent (available only in certain situations)

Speak to EIA staff for more details on these benefits.

Health Needs

As a single parent, you are eligible for benefits for necessary prescription drugs from the time you enrol with EIA. You are also eligible for dental and optical services after a three-month waiting period. During the waiting period, benefits may be provided in emergencies. You may also be eligible for benefits for other health needs (ex: addictions treatment, ambulance service, transportation for medical appointments, telephones for health and safety reasons). If you get a job, you and your children may be eligible to have your health benefits continue for up to two years. Talk to EIA staff for more information on health benefits.

Note: Even if you are not eligible for EIA income assistance, you may be eligible for support for your health needs (on a one-time or ongoing basis). See the chapter on Health Care and Disability Services for more information.

Child Support

Child or spousal support orders and agreements from former partners must be declared to EIA. These payments are counted as income, and will be taken off your monthly EIA payments. Usually, EIA requires single parents to take steps to get child support (if they have not already done so). However, in certain situations, you may not be required to get support – for example, if there is reason to believe that doing so would lead to violence by your former partner.

Appeals

If you disagree with a decision made about your income support or benefits, speak with EIA staff and they will review the decision with you. If you still disagree, you may speak to the supervisor of your EIA office. You also have the right to appeal to an independent group called the Social Services Appeal Board if:

- your application was denied
- your assistance was cancelled, suspended, reduced or withheld
- you think your assistance amount is not enough to meet your basic needs
- you believe you had to wait too long for a decision, after applying for support or an increase in support.

You have 30 days after the decision is made to file your appeal in writing.

Social Services Appeal Board

7th floor - 175 Hargrave St. Winnipeg, MB R3C 3R8
Phone: 204-945-3003
Toll free: 1-800-282-8069, ext. 3003
Website: **www.gov.mb.ca/fs/ssab/index.html**

CHILD BENEFITS

Canada Child Benefits, Canada Revenue Agency

The Canada Child Tax Benefit is available for low-income families with children under age 18. The Universal Child Care Benefit is available to all families with children under 6 years of age. The Child Disability Benefit is for families who care for a child under age 18, who is eligible for this disability amount. For more information on these and other benefits you and your family may be eligible for, contact the Canada Revenue Agency at 1-800-387-1193 (toll free).

Manitoba Child Benefit

The Manitoba Child Benefit provides monthly benefits to help low-income families needing assistance with the cost of raising children. Families receiving the Manitoba Child Benefit are also eligible for the Children's Opti-care Benefit, which covers a portion of the cost of prescription glasses every three years. For more information, go to the Manitoba Child Benefit website or contact the Income Supplement Programs office.

P.O. Box 3000
203 South Railway St. East Killarney, MB R0K 1G0
Phone: 204-523-5230
Toll free: 1-800-563-8793
TTY: 204-945-4796 or 1-800-855-0511 (Manitoba Relay Service)
Email: incsup@gov.mb.ca
Website: **www.gov.mb.ca/fs/assistance/mcb**

FINANCIAL INFORMATION/COUNSELLING AND HELP WITH SAVINGS

Community Financial Counselling Services

This organization provides free financial counselling, including a review of your financial situation. There is a small fee for the Debt Management Program. Other programs that are free include financial counselling for gambling-related problems, income tax preparation for low income individuals/families, and information and advocacy for those who need help related to the provincial Employment and Income Assistance (EIA) program. For Manitobans outside of Winnipeg, financial counselling services may be provided by phone.

516 - 294 Portage Ave. Winnipeg, MB R3C 0B9
Phone: 204-989-1900
Toll free: 1-888-573-2383
Website: **www.cfcs.mb.ca**

Credit Counselling Society

This non-profit organization helps individuals with their money and debt problems by providing free credit counselling. There is a fee for a debt settlement program (if the society succeeds in negotiating a settlement with your creditors).

Suite 208 - 428 Portage Ave. Winnipeg, MB R3C 0E2
Phone: 204-942-8789
Website: **www.nomoredebts.org/manitoba.html**

Financial Literacy Resource Website, Manitoba Government

The Financial Literacy Resource website provides Manitobans with information about financial literacy programs and services from various Manitoba government departments, agencies and provincially funded community organizations. It's located at **www.gov.mb.ca/finance/literacy**.

Fort Garry Women's Resource Centre

The centre offers some programming on budgeting, and a saving circle for women who have experienced, or are currently experiencing, domestic violence. The centre also offers free clothing for women and children through its Outreach Clothing Program.

1150-A Waverley St. Winnipeg, MB R3T 0P4
Phone: 204-477-1123
Email: info@fgwrc.ca
Website: **www.fgwrc.ca**

I'm Worth It: Financial Stories, Ideas and Strategies for Women

The I'm Worth It guide was written to help women better understand and take control of their financial situations. You'll find a PDF of the guide on the website as well as a free Excel template and app (computer application) for budgeting. Paper copies of the guide may be ordered through The Manitoba Securities Commission.

500 - 400 St. Mary Ave. Winnipeg, MB R3C 4K5
Phone: 204-945-2548
Toll free: 1-800-655-5244
Email: securities@gov.mb.ca
Website: **www.imworthit.ca**

Industry Canada, Office of the Superintendent of Bankruptcy

Industry Canada's brochures Dealing with Debt: A Consumer's Guide and All About Bankruptcy Mediation provide information and options for people in debt and those considering declaring bankruptcy. The website also has other resource material for those in debt, and publications for parents, children and teenagers about money management.

4th floor - 400 St. Mary Ave. Winnipeg, MB R3C 4K5
Phone: 1-877-376-9902 (toll free)
Website: **www.osb.ic.gc.ca** (click on Resources for Debtors)

SEED Winnipeg

SEED Winnipeg helps low-income participants save for household necessities, and educational or medical expenses. There are money management training classes available, as well as opportunities for support from peers and SEED staff. SEED also offers a savings program, where matched savings are added to the funds that participants save on their own.

80 Salter St. Winnipeg, MB R2W 4J6
Phone: 204-927-9935
Email: info@seedwinnipeg.ca
Website: **www.seedwinnipeg.ca**

RESOURCES FOR FOOD

Winnipeg Harvest / Rural and Northern Food Banks

Winnipeg Harvest provides emergency food to people who struggle to feed themselves and their families. Food is distributed through organizations such as churches, community centres, schools, soup kitchens and community agencies. You can call to make an appointment to pick up food from their nearest outlet; advance notice is required. A volunteer will create a confidential file for you that includes the number of children in your household and your Manitoba health card number.

To access a rural or northern food bank, call Winnipeg Harvest's toll-free line. Staff will refer you to the food bank in your area.

1085 Winnipeg Ave. Winnipeg, MB R3E 0S2
Phone: 204-982-3663
Food assistance line: 204-982-3660
Toll-free food assistance line: 1-800-970-5559
Email: info@winnipegharvest.org
Website: **www.winnipegharvest.org**

Salvation Army Family Services Division

In urgent or emergency situations, the Salvation Army Family Services Division provides food hampers to low-income people in Winnipeg. You must call ahead for an appointment.

Phone: 204-946-9490

Soup Kitchens / Emergency Meals – Winnipeg

The times and days these organizations serve free meals may change, so please call ahead.

Agape Table

175 Colony St.
Phone: 204-783-6369
Meal times: Monday - Friday from 8:00 a.m. - 10:30 a.m.

(offers a low-cost breakfast and bag lunch, as well as a low cost grocery-buying club)

Andrews St. Family Centre

220 Andrews St.
Phone: 204-589-1721
Meal times: Wednesdays from 12:00 p.m. to 1:00 p.m.

(offers a low cost grocery-buying club)

Immaculate Conception Church

181 Austin St. North
Phone: 204-942-3778
Meal times: Sundays at 2:00 p.m. (September - June)

Indian and Metis Friendship Centre

45 Robinson St.
Phone: 204-586-8441
Meal times: Thursdays from 12:00 p.m.to 1:00 p.m.

Main St. Project

75 Martha St.
Phone: 204-982-8245
Meal times: Monday - Sunday at 7:00 a.m., 10:00 a.m., 1:30 p.m. and 5:00 p.m.

Adults 18 years and older (No children)

Siloam Mission

300 Princess St.
Phone: 204-956-4344
Meal times: Monday - Sunday at 9:00 a.m., 12:30 p.m. and 7:00 p.m.

Lighthouse Mission

669 Main St.
Phone: 204-943-9669
Meal times: Monday - Friday from 2:00 p.m. to 3:30 p.m.

(Clothing distribution from 12:00 p.m. to 1:00 p.m.)

Union Gospel Mission

320 Princess St.
Phone: 204-943-9904
Meal times: Monday - Friday 11:00 a.m. and 7:00 p.m.; Saturday and Sunday 7:00 p.m.

Soup Kitchens/Emergency Meals – Rural

Helping Hands Soup Kitchen

111 - 7th St. Brandon, MB R7A 3S5
Meal times: Monday - Friday: 12:00 p.m. to 1:00 p.m.

Other Food Resources

Community Gardens

The City of Winnipeg offers community gardens (where a piece of land is shared by several families and managed by a community group) and allotment gardens (where individual plots are rented from the city for a fee). For more information and locations, call 311.

For information on community gardens in Brandon, contact one of the garden co-ordinators, listed at **www.brandon.ca/index.php/community-gardens**.

Good Food Club, West Broadway Development Corp.

The Good Food Club delivers boxes of fresh food to those in need and holds community dinners. Members do volunteer work for the club in exchange for "sweat equity points," which can be used to buy healthy food. For more information, contact the program's co-ordinator at 774-7201, ext. 6.

Website: **www.westbroadway.mb.ca/good-food-club**

Meals on Wheels of Winnipeg

This program delivers nutritious noon meals (for a small fee) to those unable to prepare their own meals. The website also includes a list of other Meals on Wheels programs, run in rural and northern areas of the province (click on Meals in Manitoba).

500 - 283 Portage Ave.
Winnipeg, MB R3B 2B5
Phone: 204-956-7711
Website: **www.mealswinnipeg.com**

Clothing, Furniture, Small Appliances, Etc.

Centre Flavie-Laurent

Centre Flavie-Laurent distributes free furniture, appliances, household items and clothing to people in need. Call ahead for hours of operation, or see the centre's website.

164 Marion St. Winnipeg, MB R2H 0T4
Phone: 204-233-4936
Email: fl@cflc.info
Website: **www.cflc.info**

The Clothes Closet

The Clothes Closet provides free clothing, suitable for work, to women who've either left abusive relationships, or are in job-training programs and preparing for job interviews. This service is by appointment only. Twice a year, The Clothes Closet has a sale open to the public.

800 Point Rd. (Lower level of United Church) Winnipeg, MB R3T 3L8
Phone: 204-284-9311
Website: **www.swfic.org/closet.html**

Evergreen Basic Needs

Evergreen Basic Needs provides food, clothing and household items to people in need. The organization also operates a thrift store called Respun Threads.

P.O. Box 89 71 4th Ave. Gimli, MB R0C 1B0
Phone: 204-642-9736
Website: **www.evergreenbasicneeds.ca**

Hands of Hope

Hands of Hope provides free furniture and household goods to people in need. Delivery is free.

Phone: 204-261-8607
Winnipeg, MB
Website: **www.handsofhope.ca**

Koats for Kids/Coats for Kids

This program collects new and gently used winter outerwear for children, and distributes it through schools, daycares and community agencies from September through February. For more information, call 204-586-5628 in Winnipeg (United Way of Winnipeg) or 204-571-8929 in Brandon (United Way Brandon and District). Some other communities in Manitoba have coats for kids programs as well – ask your children's school or a social service provider if there is a program in your community.

Oyate Tipi Cumini Yape

This service distributes gently used household goods and furniture to women and children escaping poverty and/or abusive situations. Services are free and by appointment only. Women must be referred by a social service agency that has partnered with Oyate Tipi Cumini Yape.

606 Selkirk Ave. Winnipeg, MB R2W 2N1
Phone: 204-589-2218
Website: **www.oyatetipi.com**

Tools for School, Winnipeg Harvest

This program provides free basic school supplies to Winnipeg children in need. For more information, ask your school if they offer school supplies through this program, and if not, call Winnipeg Harvest at 204-982-3663.

OTHER RESOURCES

Children's Hospital Book Market

This non-profit volunteer organization sells donated books for children and adults at three annual sales.

Phone: 204-787-4000
Website: **www.goodbear.mb.ca**

Christmas Cheer Board of Greater Winnipeg

The Christmas Cheer Board co-ordinates donations to provide hampers and toys to needy families at Christmas.

P.O. Box 51089
Winnipeg, MB R2X 3C6
Phone: 204-669-5369
Website: **www.christmascheerboard.ca**

Classified Advertisements

You can find deals by searching local classified ads in newspapers and on websites (ex: **www.kijiji.ca**, **www.usedeverywhere.com**). If purchasing or selling items through classified ads, be cautious, avoid scams and never go alone to meet the seller/buyer. Most online classified websites offer a Safety Tips section – review it for more information on staying safe.

Community Volunteer Income Tax Program

This program is a partnership between the Canada Revenue Agency (CRA) and community organizations that host tax preparation clinics. At these clinics, volunteers prepare tax returns for eligible individuals. To find out if you are eligible, and if there are community organizations in your area offering this service, contact the CRA at 1-800-959-8281 (toll free) or go to **www.cra-arc.gc.ca**.

Consumer Protection Office, Manitoba Healthy Living, Seniors and Consumer Affairs

The Consumer Protection Office hears, mediates and investigates consumer (customer) complaints, including issues with credit cards, credit history and credit reports, payday loans and identity theft.

302 - 258 Portage Ave. Winnipeg, MB R3C 0B6
Phone: 204-945-3800
Toll free: 1-800-782-0067
Email: consumers@gov.mb.ca
Website: **www.gov.mb.ca/cca/cpo**

Neighbours Helping Neighbours

This program is a partnership between the Salvation Army and Manitoba Hydro, and is available across the province. It provides one-time emergency funding to help with energy bills for those who've received a Final or Shut off/Disconnection notice, and are unable to pay their bills due to personal hardships or crises. For more information, go to **www.hydro.mb.ca/community/neighbours_helping_neighbours** or contact the Salvation Army – phone numbers listed below:

Winnipeg: 204-949-2106
Portage la Prairie: 204-239-7213
Brandon: 204-727-6271
Dauphin: 204-638-3764
Flin Flon: 204-687-7812
Thompson: 204-677-3658

Samaritan House Ministries

Samaritan House Ministries provides food hampers, donated clothing and household items to those in need. The organization also offers literacy programs and other supportive services.

630 Rosser Ave. Brandon, MB R7A 0K7
Phone: 204-726-0758
Website: **www.samaritanhouse.net**

The Habitat Re-Store

This volunteer-based store offers new and used building materials at greatly reduced prices – ideal for inexpensive home renovation or repairs.

60 Archibald St. Winnipeg, MB R2J 0V8
Phone: 204-233-5160
Website: **www.habitat.mb.ca**

KEY CONTACTS FOR HEALTH INFORMATION

Dial-a-Dietician

This phone line connects callers from anywhere in Manitoba to a registered dietician who can answer questions and provide advice on food and nutrition. The service is free.

Phone: 204-788-8248
Toll free: 1-877-830-2892

Health Links / Info Santé

Health Links is a confidential, free, health information and referral phone line staffed by registered nurses. This service is for non-emergency health conditions and questions. It is available provincewide, 24 hours a day, seven days a week. Because legal reasons require Health Links to document each call, you will be asked for your name, address, phone number and birth date.

Phone: 204-788-8200
Toll free: 1-888-315-9257

Klinic Crisis Line and Manitoba Suicide Line

Klinic Community Health Centre offers a provincewide crisis phone line and the Manitoba Suicide Line. Both operate 24 hours a day, seven days a week, and both lines are staffed by counsellors who provide confidential counselling, support and referral. Anyone who wants to discuss a problem can call – you do not have to be in crisis, or suicidal, to call.

Crisis Line: 204-786-8686
Crisis Line (toll free): 1-888-322-3019
Crisis Line (TTY): 204-784-4097
Website: **www.klinic.mb.ca/counsel-crisis.htm**

Suicide Line: 1-877-435-7170
Website: **www.reasontolive.ca**

Poison Hotline

The Poison Hotline provides immediate assessment and treatment advice during poison emergencies. Services are available 24 hours a day, seven days a week.

Phone: 204-787-2591

MANITOBA HEALTH CARDS

A Manitoba health card allows you to see a doctor, get a prescription, visit a hospital emergency room and use most other health services. To register or update your health card, contact Client Services at Manitoba Health. For an application form, contact your city or municipal office. In Winnipeg, forms are available at 510 Main St.

Client Services, Manitoba Health

Main floor - 300 Carlton St.
Winnipeg MB R3B 3M9
Phone: 204-786-7101
Toll free: 1-800-392-1207
TTY/TDD: 204-774-8618 or toll free 1-800-855-0511
(Manitoba Relay Services)

FINDING A DOCTOR

A family doctor provides ongoing care, which helps them get to know your family and your family's health needs. Your family doctor is your doorway to the health care system's other services, such as diagnostic tests or referrals to a specialist.

Family Doctor Connection

To find family doctors in your area who are accepting new patients, call the Family Doctor Connection line. This free service, offered by Manitoba Health and the Manitoba College of Family Physicians, operates Monday to Friday, 8:30 a.m. to 4:30 p.m.

Phone: 204-786-7111
Toll free: 1-866-690-8260
TTY: 204-774-8618 or toll free 1-800-855-0511 (Manitoba Relay Services)

Concerns And Complaints

College of Physicians and Surgeons of Manitoba

People concerned about the care they received from a physician (doctor), or about a doctor's conduct towards them, have a right to complain to the college. If you are unsure whether you have a valid complaint, and would like to speak to someone about it, call the college, and ask to speak to the Complaints/Investigations Department, or email the department directly.

1000 - 1661 Portage Ave. Winnipeg, MB R3J 3T7
Phone: 204-774-4344
Toll free: 1-877-774-4344
Email: complaints@cpsm.mb.ca
Website: **www.cpsm.mb.ca**

Other Health Professions

Manitoba's health professions each have a governing body that deals with concerns about the conduct of their members. If you have a concern about a health professional, such as a chiropractor, dentist, nurse or pharmacist, you have the right to complain to the profession's governing body. For a list of these organizations, go to **www.gov.mb.ca/health/guide/7.html**.

HELP WITH HEALTH COSTS

Employment and Income Assistance (EIA) Health Benefits

Note: For information about health coverage for individuals receiving income assistance from EIA, see the chapter on Financial Help and Stretching the Dollar – Employment and Income Assistance (EIA) section.

If you can pay for your basic living costs (ex: you are not eligible for income support through EIA), but cannot afford to pay for your own or your family's health needs, you may be eligible for help with your health costs. One-time grants may be issued for drug, dental and optical needs, as well as medical equipment. If you have a long-term need, you may be eligible for EIA health benefits on an ongoing basis. For more information, contact Employment and Income Assistance.

Phone: 204-948-4000 (in Winnipeg)
Toll free: 1-877-812-0014
TTY: 204-945-4796 or 1-800-855-0511 (Manitoba Relay Service)

To find the EIA office nearest you, check the maps at the following websites:

www.manitoba.ca/fs/eiawloc (in Winnipeg)
www.manitoba.ca/fs/eiarloc (outside Winnipeg)

Dental Care

The Winnipeg Regional Health Authority (WRHA) has a guide, Where to Go for Dental Care in Your Community, to help people with limited incomes and no dental insurance find low-cost dental care. The guide includes a list of community clinics in Winnipeg that offer dental treatment at low cost, as well as information on what to do if someone has a dental emergency. The guide is available at **www.wrha.mb.ca/prog/oralhealth/files/WhereToGo.pdf**.

Eye Exams

Optometrists measure how well you can see, prescribe glasses or contact lenses, and detect eye disease. For those under 19, or over 65 years of age, Manitoba Health pays for one complete routine eye exam in a two-year benefit period. If an optometrist decides that regular eye exams are medically necessary for you, the cost will be covered no matter what your age. For more information on Manitoba Health's eye exam coverage, call 204-786-7334 or 204-786-7367 in Winnipeg, or toll free 1-800-392-1207.

Health Insurance

The costs of some health services are not covered by Manitoba Health (ex: some ambulance transportation, prescription drugs, vision services and dental needs). Single parents may have supplemental health insurance through social assistance, their workplaces or their former partners' coverage. Those who do not, may want to consider buying private insurance. There are many companies that offer supplemental health plans for a fee. One of them is Manitoba Blue Cross (a non-profit organization). Contact Manitoba Blue Cross for more information on cost and health services covered by their various plans.

Manitoba Blue Cross

599 Empress St. P.O. Box 1046, Station Main Winnipeg, MB R3C 2X7
Phone: 204-775-0151
Toll free: 1-800-873-2583
Website: **www.mb.bluecross.ca**

Manitoba Pharmacare Program, Manitoba Health

Through Manitoba Pharmacare, eligible Manitobans pay part of the costs of their eligible drug prescriptions (the Pharmacare deductible), and Pharmacare pays the rest. The deductible amount depends on family income. The minimum deductible for Pharmacare is $100. To apply, a Pharmacare Application/Consent Authorization form must be completed. This form is available at any pharmacy in Manitoba or online at **www.gov.mb.ca/health/pharmacare/forms**.

300 Carlton St. Winnipeg, MB R3B 3M9
Phone: 204-786-7141
Toll free: 1-800-297-8099
TTY/TDD Relay Service: 204-774-8618 or toll free 711 or 1-800-855-0511
Email: pharmacare@gov.mb.ca
Website: **www.gov.mb.ca/health/pharmacare/**

For Manitobans whose drug costs are high in relation to their income, the Pharmacare deductible can be paid in monthly instalments. Those enrolled in the Deductible Instalment Payment Program for Pharmacare pay their deductible as an additional amount on their monthly Manitoba Hydro bill.

Manitoba Health

300 Carlton St. Winnipeg, MB R3B 3M9
Phone: 204-945-1733
Toll free: 1-888-519-3492
Email: pharmacare@gov.mb.ca

HEALTH ACCESS CENTRES AND COMMUNITY HEALTH CENTRES

Access Centres

Access centers provide easy access to a wide range of health, social and community services and supports under one roof. There is currently one access centre in Brandon and three in Winnipeg. Two more Winnipeg sites are under construction – ACCESS Nor'West (to be located at Keewatin St. and Burrows Ave.) and ACCESS St. James (to be located on the Grace Hospital grounds).

ACCESS Downtown

640 Main St.Winnipeg, MB R3B 0L8
Phone: 204-940-3638

ACCESS River East

975 Henderson Highway (Northdale Shopping Centre)
Winnipeg, MB R2K 4L7
Phone: 204-938-5000

ACCESS Transcona

845 Regent Ave. West Winnipeg, MB R2C 3A9
Phone: 204-938-5555

7th St. Health Access Centre

20 - 7th St. Brandon, MB R7A 6M8
Phone: 204-578-4800
Website: **www.brandonrha.mb.ca/en/Access_Centre/**

Community Health Centres

Aikins St. Community Health Centre

The centre provides medical care, including physical checkups, immunizations, pregnancy testing and care during pregnancy, mental health services, and testing and treatment of sexually transmitted infections. Other services include parenting support and education and counselling on nutrition and birth control.

601 Aikins St. Winnipeg, MB R2W 4J5
Phone: 204-940-2025

Health Action Centre

Health Action Centre provides dental and medical care, including physical checkups, immunizations, pregnancy testing and care during pregnancy (including a midwifery program), mental health services, and testing and treatment of sexually transmitted infections. Other services include parenting support, and education and counselling on nutrition and birth control. New clients must live in one of these postal code areas: R3A, R3B or R3C.

640 Main St. (ACCESS Downtown) Winnipeg, MB R3A 1P2
Phone: 204-940-1626

Hope Health Care

Hope Health Care provides medical care, including physical checkups, immunizations, pregnancy testing and prenatal care, birth control, and testing and treatment of sexually transmitted infections. Home visits, as well as individual, couple, family and group counselling, are available.

240 Powers Ave. Winnipeg, MB R2W 5L1
Phone: 204-589-8354

Klinic Community Health Centre

Note: For more information on Klinic's counselling services, see the chapter on Abuse and the chapter on Education, Training and Employment. You'll also find information on the Klinic Crisis Line and Manitoba Suicide Line earlier in this chapter, and information on Project Choices later in this chapter.

Klinic provides medical care, including physical checkups, immunizations, unplanned pregnancy consultation, pregnancy testing and care during pregnancy, and testing and treatment of sexually transmitted infections. Other services include education and counselling on nutrition and birth control. Klinic also offers a walk-in teen clinic, a refugee and immigrant health program, and a trans-health clinic for transgender individuals.

Klinic also provides free drop-in counselling at two locations: 845 Regent Ave. West, Access Transcona (for communities of Transcona, River East and Elmwood) and Klinic's 545 Broadway location. Call ahead for hours.

870 Portage Ave. Winnipeg, MB R3G 0P1
Medical Care/Teen Klinic: 204-784-4090
Drop-in Counselling: 204-784-4067
Email: klinic@klinic.mb.ca
Website: **www.klinic.mb.ca**

Mount Carmel Clinic

Mount Carmel Clinic provides medical care including physical checkups, immunizations, pregnancy testing and care during pregnancy (including a midwifery program), mental health services, and testing and treatment of sexually transmitted infections. Other services include education and counselling on nutrition, birth control and other health matters. Dental services are available, with the cost based on the patient's ability to pay. The pharmacy offers the ability to purchase medications on credit, in certain circumstances.

Also offered are a teen clinic, parenting support for young parents, individual and group counselling, and a multicultural wellness program for immigrants and refugees.

886 Main St. Winnipeg, MB R2W 5L4
Phone: 204-582-2311
Website: **www.mountcarmel.ca**

Nine Circles Community Health Centre

This centre specializes in the prevention and care of sexually transmitted infections (STIs) and HIV. They provide testing, treatment, information and referrals for STI/HIV. As well, confidential information and referrals are available through the provincewide Sexual Health Info Line.

705 Broadway Winnipeg, MB R3G 0X2
Phone: 204-940-6000
Sexual Health Info Line: 204-945-2437 (toll free 1-800-782-2437)
Website: **www.ninecircles.ca**

Nor'West Co-op Community Health Centre

Note: For information on other Nor'West services, see the chapters on Aboriginal Services, Abuse and Support for Families.

Nor'West provides medical care, including physical checkups, immunizations, pregnancy testing and care during pregnancy, mental health services, and testing and treatment of sexually transmitted infections. Other services include education and counselling on diabetes, nutrition, birth control, quitting smoking and other health matters, along with parenting support.

Nor'West also offers a teen clinic, and a mentorship program for pregnant women or new mothers struggling with alcohol/drug abuse.

103 - 61 Tyndall Ave. Winnipeg, MB R2X 2T4
Phone: 204-940-2020
Email: info@norwesthealth.ca
Website: **www.norwesthealth.ca**

Women's Health Clinic

Women's Health Clinic delivers a variety of services by female doctors, nurse practitioners, midwives, dieticians and counsellors. Services include pregnancy testing, birth control, counselling for unplanned pregnancies, and sexually transmitted infections, abortion services, midwifery services and a teen clinic. Counselling, support groups and educational resources are available for teens and women. Counselling and mentorship programs are offered for pregnant and new mothers, while the Birth Centre provides prenatal and postpartum care. Women's Health Clinic provides education and information on many women's health issues.

Women's Health also offers the Provincial Eating Disorders Prevention and Recovery Program, available to both females and males. This program provides eating disorder assessment, treatment groups, nutrition counselling and services for families and friends.

Unit A - 419 Graham Ave. Winnipeg, MB R3C 0M3
Phone: 204-947-1517
Toll free: 1-866-947-1517
TTY: 204-956-0385
Email: whc@womenshealthclinic.org
Website: **www.womenshealthclinic.org**

Youville Community Health Centre

At this centre, dietitians, community health nurses, a counsellor, a physician, and other health professionals provide a wide range of services. These include parenting and pregnancy programs, health promotion and education, a teen clinic, nutrition programs and free counselling.

6 - 845 Dakota St. Winnipeg, MB R2M 5M3
Phone: 204-255-4840
Website: **www.youville.ca**

PUBLIC HEALTH OFFICES

Public health professionals provide health information, and are available by phone or in person. Services provided may include prenatal education, post-partum followup, Healthy Baby groups, information about communicable diseases, immunizations, nutrition information, healthy sexuality information and services or more. For a list of public health offices across Manitoba, go to **www.gov.mb.ca/health/publichealth/offices** or contact your regional health authority (RHA) below.

Assiniboine Regional Health Authority

Phone: 204-483-5000
Toll free: 1-888-682-2253
Website: **www.assiniboine-rha.ca**

Brandon Regional Health Authority

Phone: 204-578-2300
Website: **www.brandonrha.mb.ca**

Burntwood Regional Health Authority

Phone: 204-677-5353
Website: **www.brha.mb.ca**

Regional Health Authority – Central Manitoba

Phone: 204-428-2720
Toll free: 1-800-742-6509
Website: **www.rha-central.mb.ca**

Churchill Regional Health Authority

Phone: 204-675-8318
Website: **www.churchillrha.com**

Interlake Regional Health Authority

Phone: 204-467-4742
Toll free: 1-888-488-2299
Website: **www.irha.mb.ca**

NOR-MAN Regional Health Authority

Phone: 204-687-1300
Website: **www.norman-rha.mb.ca**

North Eastman Health Authority

Phone: 204-753-3101
Toll free: 1-877-753-2012
Website: **www.neha.mb.ca**

Parkland Regional Health Authority

Phone: 204-638-2118
Toll free: 1-800-259-7541
Website: **www.prha.mb.ca**

South Eastman Health/Sante Sud-Est

Phone: 204-424-5880
Toll free: 1-866-716-5633
Website: **www.sehealth.mb.ca**

Winnipeg Regional Health Authority

Phone: 204-926-7000
Website: **www.wrha.mb.ca**

ADDICTIONS

Addictions Foundation of Manitoba (AFM)

AFM provides education, prevention and treatment services that aim to reduce the harm associated with alcohol, other drugs and gambling. Programs are available for men, women and youth with addictions, and their families. The AFM's Parents Intervention Program is designed for parents and caregivers who are concerned about their children's use of alcohol, other drugs or gambling. AFM also offers the Manitoba Addictions Information Line. (See below.)

AFM has regional offices in Brandon (Western Region), Thompson (Northern Region) and Winnipeg (Winnipeg Region). Each region has satellite offices in various communities. Contact the office in your region for information about the programs available in your community or area.

Manitoba Addictions Information Line: 1-855-662-6605
Website: **www.afm.mb.ca**

Main Office
1031 Portage Ave. Winnipeg, MB R3G 0R8
Phone: 204-944-6200
Toll free: 1-866-638-2561
Email: wpgreg@afm.mb.ca

Western Region
510 Frederick St. Brandon, MB R7A 6Z4
Phone: 204-729-3838
Toll free: 1-866-767-3838
Email: westreg@afm.mb.ca

Northern Region
90 Princeton Dr. Thompson, MB R8N 0L3
Phone: 204-677-7300
Toll free: 1-866-291-7774
Email: northreg@afm.mb.ca

Addictions Recovery

Addictions Recovery provides safe, affordable, supportive, alcohol and drug-free living for men in early recovery (post-treatment) from drug and alcohol dependency.

93 Cathedral Ave. Winnipeg, MB R2W 0W7
Phone: 204-586-2550
Website: **www.addictionsrecovery.ca**

Addictions Unit, Health Sciences Centre

The Addictions Unit is voluntary. Admission is either through the Health Sciences Centre emergency department or can be pre-arranged by one of the unit's physicians or the nurse clinician. The length of stay ranges between three and 10 days.

GB2 Health Sciences Centre
820 Sherbrook St. Winnipeg, MB R3A 1R9
Phone: 204-787-3843

Al-Anon and Alateen

Al-Anon is a support group for families and friends whose lives have been affected by someone else's drinking (whether in the past or present). Alateen is for young people whose lives have been affected by someone else's drinking. Many communities across Manitoba have Al-Anon/Alateen groups.

107 - 2621 Portage Ave. Winnipeg, MB R3J 0P7
Phone: 204-943-6051
Email: al-anon-enquiries@mymts.net
Website: **www.mb.al-anon.alateen.org**

Alcoholics Anonymous (AA)

This self-help organization supports people who want to recover from alcoholism. Many communities across Manitoba have AA groups.

208 - 323 Portage Ave. Winnipeg, MB R3B 2C1
Phone: 204-942-0126
Toll free: 1-877-942-0126
Website: **www.aamanitoba.org**

Behavioural Health Foundation

The Behavioural Health Foundation provides long-term, residential, addictions treatment programming for men, women, teens and families experiencing a variety of addiction problems. Services are available for those with addictions problems and mental health concerns.

35 Ave de la Digue P.O. Box 250
St. Norbert, MB R3V 1L6
Phone: 204-269-3430
Email: info@bhf.ca
Website: **www.bhf.ca**

Esther House

Esther House is a residence that supports women in recovery from addictions.

P.O. Box 68022
RPO Osborne Village Winnipeg, MB R3L 2V9
Phone: 204-582-4043
Website: **www.esther-house.ca**

The Laurel Centre

For information on this agency, see the chapter on Abuse.

Main St. Project

The Main St. Project provides emergency shelter and food services, a drug and alcohol detoxification unit, onsite counselling, transitional housing, and a range of other services for adult men and women.

75 Martha St. Winnipeg MB R3B 1A4
Phone: 204-982-8245
Website: **www.mainstreetproject.ca**

Narcotics Anonymous

Narcotics Anonymous is a non-profit organization that co-ordinates self-help groups throughout the province to support addicts who want to stop using street or prescription drugs, or alcohol.

Phone: 204-981-1730
Ontario/Manitoba region: 1-888-811-3887 (toll free)
Email: na_manitoba@hotmail.com
Website: **www.mascna.org**

The Native Addictions Council of Manitoba (NACM)

NACM provides residential and community-based programs for First Nations men, women and youth who are addicted to alcohol, drugs, chemicals and/or gambling. In addition to the services in Winnipeg, Brandon and Dauphin provide NACM intake, counselling and outreach programs.

NACM/Pritchard House
160 Salter St.Winnipeg, MB R2W 4K1
Phone: 204-586-8395
Website: **www.mts.net/~nacm/**

Resource Assistance for Youth (RAY)

For information on this agency, see the chapter on Support for Families.

Rosaire House

Rosaire House provides addictions treatment services to men and women who want to address their alcohol, drug and/or gambling issues.

P.O. Box 240 The Pas, MB R9A 1K4
Phone: 204-623-6425
Website: **www.norman-rha.mb.ca/RosaireHouse.htm**

The Salvation Army Anchorage Program

This program provides a variety of services to men and women affected by addictions, including those who also have mental health issues.

180 Henry St. Winnipeg, MB R3B 0J8
Phone: 204-946-9401

St. Raphael Wellness Centre

St. Raphael Wellness Centre offers pre and post-addictions treatment programs and a family program, all of which are free of charge. The family program is open to the all, including children and teens (if accompanied by an adult).

2nd floor - 225 Vaughan St. Winnipeg, MB R3C 1T7
Phone: 204-956-6650
Email: info@straphaelcentre.ca
Website: **www.straphaelcentre.ca**

Tamarack Rehab

Tamarack Rehab is an abstinence-based, residential addictions treatment centre for adult men and women. Other services include a pre-treatment program for individuals who do not yet have 28 days sobriety, and after-care support.

60 Balmoral St. Winnipeg, MB R3C 1X4
Phone: 204-772-9836
Intake: 204-775-3546
Website: **www.tamarackrehab.org**

Two Ten Recovery

Ten Two Recovery provides a clean and sober environment for men and women in recovery from drug and/or alcohol addiction. The home atmosphere promotes sobriety through a temporary, safe, structured and supportive living environment.

210 Maryland St. Winnipeg, MB
Phone: 204-219-5210
Email: info@twotenrecovery.org
Website: **www.twotenrecovery.org**

Youth Addictions Centralized Intake Service, Manitoba Adolescent Treatment Centre

The Youth Addictions Centralized Intake Service is a provincewide service that provides support, information and help in accessing a variety of addiction programs, including youth treatment and stabilization services. For extreme situations (where youth with persistent, severe addictions will not voluntarily seek help), unit staff will help obtain a court order to allow for non-voluntary assessment by addiction specialists.

Phone: 1-877-710-3999

DISABILITY SERVICES

There are many programs and resources available to Manitobans with disabilities and their families. For more information, see below:

Living in Manitoba: A Resource Guide for Women with Disabilities

This guide, produced by Manitoba Status of Women, provides information, resources and contacts for women with disabilities. It was developed in collaboration with the Manitoba Disabilities Issues Office. The guide is available online or by contacting Manitoba Status of Women.

409 - 401 York Ave. Winnipeg, MB R3C 0P8
Phone: 204-945-6281
Toll free: 1-800-263-0234
Email: msw@gov.mb.ca
Website: **www.gov.mb.ca/msw/publications**

Manitoba Government Services

Note: Some Manitoba Family Services and Labour services are delivered through regional offices across the province. To find an office near you, contact Manitoba Government Inquiry:

Phone: 204-945-3744
Toll free 1-866-626-4862
TTY: 204-945-4796

Lists of office locations are also available online:

Winnipeg: **www.gov.mb.ca/fs/misc/loc/winnipeg.html**
Rural/Northern: **www.gov.mb.ca/fs/misc/loc/ruralnorthern.html**

Child Care Inclusion Support Program, Manitoba Family Services and Labour

For information on this program, see the chapter on Child Care.

Children in Care with Disabilities, Manitoba Family Services and Labour

This program provides services to strengthen and support families of children in care, who have disabilities.

305 - 114 Garry St. Winnipeg, MB R3C 4V7
Phone: 204-945-5870
Email: dpeia@gov.mb.ca
Website: **www.gov.mb.ca/fs/pwd/children_in_care**

Children's disABILITY Services, Manitoba Family Services and Labour

Children's DisABILITY Services provides services and supports for families who need help caring for a child with a disability. For more information, contact the Manitoba Family Services and Labour office in your area.

Website: **www.gov.mb.ca/fs/pwd/css**

Community Living disABILITY Services (formerly the Supported Living Program), Manitoba Family Services and Labour

Community Living disABILITY Services offers a range of day and residential services for adults with mental disabilities. For more information, contact the Manitoba Family Services and Labour office in your area.

Website: **www.gov.mb.ca/fs/pwd/supported_living**

Employment Programs and Services for People with Disabilities Guide, Manitoba Entrepreneurship, Training and Trade

This guide outlines the employment-related programs and services available to persons with disabilities in Manitoba. It is available at **www.gov.mb.ca/ctt/pdfs/disabilities_guide.pdf.**

Income Assistance for Persons with Disabilities, Manitoba Entrepreneurship, Training and Trade

This program provides financial and employment assistance for adults with disabilities enrolled in the Employment and Income Assistance (EIA) program. For more information, contact the Employment and Income Assistance office in your area.

Phone: 204-948-4000 (in Winnipeg)
Toll free: 1-877-812-0014
TTY: 204-945-4796 or 1-800-855-0511 (Manitoba Relay Service)
Website: **www.gov.mb.ca/fs/pwd/iapd**

MarketAbilities Program, Manitoba Family Services and Labour

This program offers services to help adults with disabilities prepare for, find and maintain employment. Services for people with mental, psychiatric or learning disabilities are provided through the regional offices of Manitoba Family Services and Labour (contact the office in your area). For individuals with physical disabilities, services are provided through three designated agencies: Canadian National Institute for the Blind (CNIB) for individuals with a visual disability; the Canadian Paraplegic Association for individuals with a spinal cord injury; and the Society for Manitobans with Disabilities (SMD) for individuals with other physical disabilities, including those who are deaf or hard of hearing. For contact information for these agencies, see their listings in this chapter.

Residential Rehabilitation Assistance Program (RRAP) for Persons with Disabilities, Manitoba Housing

This program provides financial assistance for homeowners and landlords to pay for modifying a house or rental unit to meet the needs of a person with a disability living in the home.

Main floor - 280 Broadway Winnipeg, MB R3C 0R8
Phone: 204-945-5566
Toll free: 1-866-689-5566
TTY: 204-945-4796 or 1-800-855-0511 (Manitoba Relay Service)
Email: housing@gov.mb.ca
Website: **www.gov.mb.ca/housing/rrap_pwd.html**

Community Resources

Canadian National Institute for the Blind (CNIB)

CNIB is a non-profit agency providing a variety of programs and services for children, youth and adults who are blind or partially sighted. Services include advocacy, counselling, referrals and support groups. The CNIB has offices in Winnipeg and Brandon, which are responsible for covering all of Manitoba.

1080 Portage Ave. Winnipeg, MB R3G 3M3
Phone: 204-774-5421
Toll free: 1-800-532-4893
Email: Manitoba@cnib.ca
Website: **www.cnib.ca**

354 10th St. Brandon, MB R7A 4G1
Phone: 204-727-0631

Canadian Paraplegic Association (Manitoba)

This organization helps people with spinal cord injuries, and other physical disabilities, achieve independence, self-reliance and full community participation.

211 - 825 Sherbrook St. Winnipeg, MB R3A 1M5
Phone: 204-786-4753
Toll free: 1-800-720-4933
Email: winnipeg@canparaplegic.org
Website: **www.cpamanitoba.ca**

Learning Disabilities Association of Manitoba (LDAM)

LDAM provides information, referral and support programs for individuals with learning disabilities and/or attention deficit disorders (ADD), their families and the professionals that work with them. For information on the Portage la Prairie chapter of LDAM, contact the Winnipeg office.

Winnipeg office
617 Erin St. Winnipeg, MB R3G 2W1
Phone: 204-774-1821
Email: ldamb@mymts.net
Website: **www.ldamanitoba.org**

Brandon and District Chapter
129B - 12th St. Brandon, MB R7A 4L8
Phone: 204-727-4669
Email: ldambdn@mymts.net
Website: **www.ldambrandon.org**

New Directions for Children, Youth, Adults and Families

New Directions offers a variety of residential and day programs for people with intellectual disabilities, mental health issues, and/or behavioural concerns. As well, New Directions' Manitoba Learning Centre assesses children and adults who may have learning disabilities.

400 - 491 Portage Ave. Winnipeg, MB R3B 2E4
Phone: 204-786-7051
TTY: 204-774-8541
Website: **www.newdirections.mb.ca**

St. Amant Centre

St. Amant Centre provides a wide range of programs and services for Manitobans with developmental disabilities and autism, and for their families.

440 River Rd. Winnipeg, MB R2M 3Z9
Phone: 204-256-4301
Email: inquiries@stamant.mb.ca
Website: **www.stamant.mb.ca**

Society for Manitobans with Disabilities (SMD)

SMD provides a range of services provincewide for children and adults who have physical disabilities and/or are deaf or hard of hearing. From education and work training, to counselling and therapy programs, SMD connects people with the resources they need to be more active in their communities, and become more independent. SMD has regional offices across Manitoba – contact the society to find out about programs available in your area.

825 Sherbrook St. Winnipeg, MB R3A 1M5
Phone: 204-975-3010
Toll free: 1-866-282-8041
TTY: 204-975-3012 or toll free 1-800-225-9108
Email: info@smd.mb.ca
Website: **www.smd.mb.ca**

Wheelchair Services and Parking Permit Program:

Winnipeg, MB
Phone: 204-975-3250
Toll free: 1-800-836-5551
TTY: 204-975-3239 or toll free 1-800-856-7934

FETAL ALCOHOL SPECTRUM DISORDER (FASD) PREVENTION AND SUPPORT

Healthy Child Manitoba programs

FASD Information Manitoba

For information on alcohol use during pregnancy, or for support raising a child with FASD, parents can call the FASD Information Manitoba line toll free at 1-866-877-0050. This phone line is confidential and staffed by FASD experts.

Insight Mentoring Program

The Insight Mentoring Program (formerly Stop FASD) is a three-year support program for women (18 years of age and older) who are pregnant or have recently given birth and are struggling with alcohol and/or drug use. A mentor works one-on-one with the client, in a supportive, non-judgmental way, to help her build and maintain a healthier lifestyle. For more information on the program, call 204-945-2266 in Winnipeg; toll free 1-888-848-0140.

Website: **www.gov.mb.ca/healthychild/fasd/insight**

Project Choices

Project Choices is for women 16 years or older, who are sexually active, drink alcohol and not currently pregnant. Four short sessions with a counsellor, and one session with a nurse, help women make healthy decisions for themselves about alcohol use and contraception. For more information, call Nor'West Co-op Community Health Centre at 204-940-8611; or Klinic Community Health Centre at 204-784-4072 or 204-784-4015.

Other FASD Services/Resources

Interagency Fetal Alcohol Spectrum Disorder (FASD) Program, New Directions for Children, Youth, Adults and Families

The Interagency FASD Program provides voluntary services and support to birth, foster and adoptive families in Winnipeg with children (6 and under) who have been prenatally exposed to alcohol and/or other substances.

Unit 10 - 254 Stella Walk Winnipeg, MB R2W 2T3
Phone: 204-582-8658
Email: ifasd@newdirections.mb.ca
Website: **www.newdirections.mb.ca/services/ifasd.php**

Manitoba FASD Centre / FASD Family Network

The Manitoba FASD Centre provides assessment, diagnosis and followup services for children and youth who have been exposed to alcohol during pregnancy. As well, the centre offers short-term followup education and support to families following the diagnosis. The centre also co-ordinates a network for parents and caregivers of children with FASD. The FASD Family Network holds support group meetings, information events and recreational activities for families with children and youth of all ages.

633 Wellington Cres. Winnipeg, MB R3M 0A8
Phone: 204-235-8866
Email: info@fasdmanitoba.com
Website: **www.fasdmanitoba.com**

MENTAL HEALTH

Canadian Mental Health Association (CMHA), Manitoba Division

The CMHA promotes mental health and supports people experiencing mental illness. Regional offices offer various programs across Manitoba.

CMHA also operates the Eating Disorders Self-Help Program. The program offers information packages, referrals to clinics and therapists, and support groups, to individuals suffering from eating disorders and weight preoccupation, and their families and friends.

2633 Portage Ave. Winnipeg, MB R3J 0P7
Phone: 204-953-2350
Email: info@cmhamanitoba.ca
Website: **www.manitoba.cmha.ca**

Manitoba Adolescent Treatment Centre (MATC)

MATC provides a range of mental health services for children and adolescents who experience psychiatric and/or emotional disorders. Services range from brief intervention to intensive long-term treatment.

Centralized intake line: 204-958-9660
TTY: 204-958-9685
Email: info@matc.ca
Website: **www.matc.ca**

Mental Health Education Resource Centre (MHERC)

MHERC provides books, journals, pamphlets, videos, articles and other resources on mental health, and related issues, to all Manitobans at no charge. MHERC is a program of the Manitoba Schizophrenia Society.

100 - 4 Fort St. Winnipeg, MB R3C 1C4
Phone: 204-786-1616
Email: info@mss.mb.ca

Mental Health Intake (by Region)

Website: **www.gov.mb.ca/health/mh/region**

Winnipeg region:
Adult intake: 204-940-2655
Child and adolescent intake: 204-958-9660

Assiniboine: 204-571-2952

Brandon: 204-578-2400

Burntwood: 204-677-5350

Central Region:
Portage la Prairie area: 204-239-3000
Winkler area: 204-325-0946
Toll free: 1-888-310-4593 (for both Portage la Prairie and Winkler areas)

Churchill: 204-675-8322

Interlake: 204-785-7752

NOR-MAN: 204-687-1340

North Eastman: 204-444-6147

Parkland: 204-638-2103

South Eastman: 204-346-7018

Mental Health Crisis Services (by Region)

Website: **www.gov.mb.ca/health/mh/crisis**

Brandon and Assiniboine Regions:
24-hour Crisis Line / Mobile Crisis Unit: 204-725-4411 or
1-888-379-7699 (toll free)
Crisis Stabilization Unit: 204-727-2555
Child and Adolescent Treatment Centre and Crisis Line:
204-727-3445 or 1-866-403-5459 (toll free)

Burntwood:
Thompson General Hospital: 204-677-5350

Central:
Crisis Line (24 hours): 1-866-588-1697
Child and Adolescent Treatment Centre and Crisis Line: 204-727-3445 or 1-866-403-5459 (toll free)
Karen Devine Safe House: 204-239-5307

Churchill:
Churchill Hospital: 204-675-8300

Interlake (also serves North Eastman):
Mental Health Crisis Service: 204-482-5361 or 1-866-427-8628 (toll free)

Norman:
Flin Flon on-call crisis – daytime: 204-687-1340
Flin Flon after hours (4:30 p.m. - 8:30 a.m.): 204-687-7591
The Pas on call crisis – daytime: 204-623-9650
The Pas after hours (4:30 p.m. - 8:30 a.m.): 204-623-6431

Parkland:
Mental Health Crisis Response Service: 1-866-332-3030
Child and Adolescent Treatment Centre and Crisis Line:
204-727-3445 or 1-866-403-5459 (toll free)

South Eastman:
24-hour Crisis Line and Mobile Crisis Service: 204-326-9276 or 1-888-617-7715 (toll free)

Winnipeg:
Mobile Crisis Service: 204-940-1781
WRHA Crisis Stabilization Unit: 204-940-3633
Youth Mobile Crisis Team: 204-949-4777 or 1-888-383-2779 (toll free)
Seneca Help Line (7:00 p.m. – 11:00 p.m.): 204-942-9276

OTHER HEALTH SERVICES/RESOURCES

Adolescent Health Services, Women's Hospital, Health Sciences Centre

Adolescent Health Services at Women's Hospital provides counselling for unplanned pregnancy, prenatal and postnatal care, and general support.

Women's Hospital, Out-patient Services
735 Notre Dame Ave. Winnipeg, MB R3E 0L8
Phone: 204-787-1781

Birth Roots Doula Collective

Doulas are trained to provide support to women and their families before, during and after the birth of their children. A sliding fee scale is available.

206 - 83 Sherbrook St. Winnipeg, MB R3C 2B2
Phone: 204-792-6769
Email: info@birthrootsdoulas.com
Website: **www.birthrootsdoulas.com**

Breastfeeding Hotline, HealthLinks / Info Santé

HealthLinks' Breastfeeding Hotline is available 24 hours a day, seven days a week to provide support and information about breastfeeding.

Phone: 204-788-8667
Toll free: 1-888-315-9257

Children's Hospital, Health Sciences Centre (In-patient Services)

840 Sherbrook St.Winnipeg, MB R3A 1S1
Patient Inquiry: 204-787-2595
Emergency (24 hours): 204-787-2306
Poison Hotline (24 hours): 204-787-2591

Government of Canada

To order free Government of Canada publications on subjects like smoking, nutrition, breastfeeding, sexually transmitted infections (STIs), fitness and child safety, call 1-800-O-CANADA (1-800-622-6232).

Health e-Plan, Manitoba Government

The Manitoba government has introduced Health e-Plan. It is a secure, interactive, online health assessment tool. Using information you supply, Health e-Plan identifies your current health status, helps you set goals and tracks your progress towards meeting your goals. It also connects you with resources and support in your community. Health e-Plan is available at **www.gov.mb.ca/healtheplan/**.

La Leche League Canada - Manitoba

This organization provides information and support for breastfeeding women. Groups meet monthly throughout Manitoba. Help is also available by phone.

Manitoba office: 204-257-3509
National Breastfeeding Referral Line: 1-800-665-4324 (toll free)
Website: **www.lllc.ca**

Manitoba Association for Childbirth and Family Education (MACFE)

This association offers childbirth preparation classes, as well as doula services. Doulas provide physical comfort and emotional support to women during labour to help ensure more satisfying birth experiences.

P.O. Box 68084
43 Osborne St.Winnipeg, MB R3L 1Y2
Phone: 204-688-2347
Email: macfe@mymts.net
Website: **www.manitobachildbirth.com**

Serena Manitoba

Serena Manitoba offers couples education in fertility awareness and instruction in methods of natural family planning.

Education and Resource Centre
Room 317 - 99 Cornish Winnipeg, MB R3C 1A2
Phone: 204-783-0091
Toll free: 1-866-317-5362
Email: mbserena@gmail.com
Website: **www.serena.ca**

Sexuality Education Resource Centre (SERC) Manitoba

The centre's two locations (Brandon and Winnipeg) provide advocacy, education and facilitation on sexuality and reproductive health. Community education programs deal with issues like birth control, adolescent/teen development and prevention of sexually transmitted infections (including HIV/AIDS). Anyone who has questions about sexuality and/or reproductive health can contact SERC's Facts of Life Program by email at thefactsoflife@serc.mb.ca.

In Winnipeg, SERC provides programming for immigrant/refugee communities.

200 - 226 Osborne St. North Winnipeg, MB R3C 0W4
Phone: 204-982-7800
Email: info@serc.mb.ca
Website: **www.serc.mb.ca**

In Brandon, SERC provides free, safe and confidential support for the GLBTTQ (Gay, Lesbian, Bisexual, Transgender, Two-Spirit, Questioning, and Queer) community, their family and their friends.

161 - 8th St. Brandon, MB R7A 3W9
Phone: 204-727-0417
Email: brandon@serc.mb.ca

Wellness Institute, Seven Oaks General Hospital

The Wellness Institute at Seven Oaks Hospital is a fitness centre, but also offers many classes and services for children and adults promoting wellness, disease prevention and rehabilitation.

1075 Leila Ave. Winnipeg, MB R2P 2W7
Phone: 204-632-3900
Email: info@wellnessinstitute.ca
Website: **www.wellnessinstitute.ca**

Youville Diabetes Centre

The Youville Diabetes Centre offers a team of professionals including nurses, dieticians and a counsellor. The centre provides information and resources to help those with diabetes make healthy lifestyle choices and manage their blood sugar levels.

33 Marion St. Winnipeg, MB R2H 0S8
Phone: 204-233-0262
Website: **www.youville.ca**

NOTES

HOUSING

When looking for rental housing, the best places to start are the classified section of the newspaper, the Renter's Guide (available for free at most supermarkets) and online. As well, the Winnipeg Rental Network offers a database of Winnipeg rental listings at **www.winnipegrentnet.ca/qualify-questions.cfm**.

When searching for housing (particularly when responding to classified ads), be sure to take precautions to stay safe and avoid scams. Most online classified websites offer a safety tips section. As well, the Winnipeg Rental Network's website offers tips on avoiding scams.

For more information about finding rental housing, and about the responsibilities of tenants and landlords, contact the following organizations or go to their websites:

Residential Tenancies Branch, Manitoba Healthy Living, Seniors and Consumer Affairs

(See Other Resources, later in this chapter, for complete contact information.)

Website: **www.gov.mb.ca/cca/rtb/resource**

Winnipeg Rental Network

Phone: 204-927-2335
Email: contact@winnipegrentnet.ca
Website: **www.winnipegrentnet.ca**

SUBSIDIZED HOUSING

Murdoch Management

Murdoch Management is a property management firm that manages a significant number of non-profit and co-operative housing developments.

757 Henderson Highway Winnipeg, MB R2K 2K7
Phone: 204-982-2000
Toll free: 1-800-543-6118
Email: info@lifelease.ca
Website: **www.lifelease.ca**

S.A.M. (Management)

S.A.M. is a non-profit corporation that provides rental units to families, single people or seniors with low incomes.

425 Elgin Ave. Winnipeg, MB R3A 1P2
Phone: 204-942-0991
Email: admin@sam.mb.ca
Website: **www.sam.mb.ca**

Winnipeg Housing Rehabilitation Corporation

This non-profit corporation offers rental housing in Winnipeg's inner-city and north end.

60 Frances St. Winnipeg, MB R3A 1B5
Phone: 204-949-2880
Email: info@whrc.ca
Website: **www.whrc.ca**

Manitoba Housing – Social Housing

Manitoba Housing rents affordable housing (including apartments, townhouses, duplexes and houses) to Manitobans in need. To apply for housing, you can download an application from Manitoba Housing's website, go to a Manitoba Housing office or phone and ask for an application to be mailed to you. Contact Manitoba Housing for office locations across Manitoba, or to find out more about how to apply.

Main floor - 185 Smith St. Winnipeg, MB R3C 3G4
Phone: 204-945-4663
Toll free: 1-800-661-4663
TTY: 204-945-4796 or 1-800-855-0511 (Manitoba Relay Service)
Email: housing@gov.mb.ca
Website: **www.gov.mb.ca/housing/mha.html**

OTHER MANITOBA GOVERNMENT PROGRAMS

Bedbug Hotline and Website

The Manitoba government offers a website, toll free hotline and email address that provide information on how to prevent bedbugs, how to identify an infestation and how to deal with an infestation.

Toll free: 1-855-3MB-BUGS (1-855-362-2847)
Email: bedbugs@gov.mb.ca
Website: **www.gov.mb.ca/bedbugs**

Home Owner Emergency Loan Program (HELP), Emergency Repair Program and Secondary Suites Program; Manitoba Housing and Community Development

HELP assists low-income homeowners by providing loans to pay for emergency repairs that affect the health or safety of those living in the home. The Emergency Repair Program is similar, but is for rural homeowners living in areas with a population under 2,500. The Secondary Suites Program provides financial assistance to eligible homeowners to construct a secondary suite.

Manitoba Housing – Housing Programs

Main floor - 280 Broadway Winnipeg, MB R3C 0R8
Phone: 204-945-5566 (in Winnipeg)
Toll free: 1-866-689-5566
TTY: 204-945-4796 or 1-800-855-0511 (Manitoba Relay Service)
Email: housing@gov.mb.ca
Website: **www.gov.mb.ca/housing/creatingmore**

RentAid (formerly the Manitoba Shelter Benefit), Manitoba Family Services and Labour

This is a monthly benefit to help low-income families, seniors and people with disabilities, pay their rent. To be eligible, you must rent in the private market.

Provincial Services
102 - 114 Garry St. Winnipeg, MB R3C 1G1
Phone: 204-945-2197
Toll free: 1-877-587-6224
TTY: 204-948-3698
Email: provservic@gov.mb.ca
Website: **www.gov.mb.ca/fs/assistance/shelterbenefit.html**

Residential Rehabilitation Assistance Program for Homeowners (RRAP), Manitoba Housing and Community Development

The Homeowner RRAP provides financial assistance to low-income homeowners by providing forgivable loans to pay for eligible repairs to their homes. Eligible repairs are those required to bring properties up to minimum levels of health and safety, and prolong the life of the homes.

TTY: 204-945-4796 or toll free at 1-800-855-0511 (Manitoba Relay Service)
Website: **www.gov.mb.ca/housing/rrap_homeowner**

Winnipeg
Winnipeg Housing and Homelessness Initiative
361 Hargrave St. Winnipeg MB R3B 2K2
Phone: 204-945-5566

Brandon
Brandon Neighbourhood Renewal Corporation
410 - 9th St. (City Hall – Main floor) Brandon, MB R7A 6A2
Phone: 204-729-2496

Other areas of Manitoba
Manitoba Housing – Housing Programs
Main floor - 280 Broadway Winnipeg, MB R3C 0R8
Toll free: 1-866-689-5566

Residential Tenancies Branch (RTB), Manitoba Healthy Living, Seniors and Consumer Affairs

The RTB provides information, and investigates, mediates and makes decisions on disputes between landlords and tenants. If you are having a problem with your landlord, you may contact the RTB for help resolving the issue. The RTB also offers fact sheets for tenants on bed bugs, giving notice, mobile homes, privacy, renting with pets, rent increases, repairs, responsibilities of landlords and tenants, security deposits, subletting and more.

Website: **www.gov.mb.ca/cca/rtb**

Winnipeg
302 - 254 Edmonton St. Winnipeg, MB R3C 3Y4
Phone: 204-945-2476
Toll free: 1-800-782-8403
Email: rtb@gov.mb.ca

Brandon
Room 157 - 340 9th St. Brandon, MB R7A 6C2
Phone: 204-726-6230
Toll free: 1-800-656-8481
Email: rtbbrandon@gov.mb.ca

Thompson
113 - 59 Elizabeth Dr. Thompson, MB R8N 1X4
Phone: 204-677-6496
Toll free: 1-800-229-0639
Email: rtbthompson@gov.mb.ca

Independent Advisor Office

This office provides staff from Legal Aid Manitoba to help tenants and small landlords fill out forms, file claims with the Residential Tenancies Branch, file appeals with the Residential Tenancies Commission, and prepare for hearings held by the branch and the commission. For in-person service, go to the Residential Tenancies Branch office in Winnipeg (address above).

Tenant line: 204-881-1714
Email (for tenants): tenant@legalaid.mb.ca
Website: **www.gov.mb.ca/cca/rtb/advisor/lantenadvisor**

EMERGENCY HOUSING/HOMELESS SHELTERS

Emergency Housing – Winnipeg

Salvation Army – Women's Services

7th floor - 180 Henry Ave. Winnipeg, MB R3B 0J8
Phone: 204-946-9402

Siloam Mission

2nd floor - 300 Princess St. Winnipeg, MB R3B 1M3
Phone: 204-956-4344
Toll free: 1-866-648-4673
Email: info@siloam.ca
Website: **www.siloam.ca**

Emergency Housing – Rural and Northern

Salvation Army

Brandon, MB
Phone: 204-727-6271 (24 hours a day/7 days a week)
(Will provide individuals/families with a hotel room for an evening – eligibility is dependent on need and age.)

The Pas Homeless Shelter

Suite A - 344 Ross Ave. The Pas, MB
Phone: 204-627-7515

Thompson Homeless Shelter

115 Churchill Dr. Thompson, MB
Phone: 204-627-7515

Employment and Income Assistance, Manitoba Entrepreneurship, Training and Trade

An intake worker will assess the situation and may issue emergency benefits to eligible individuals/ families in need of food/shelter.

Phone: 204-948-4000 (in Winnipeg)
Toll free: 1-877-812-0014 (outside Winnipeg)
TTY: 204-945-4796 or toll free 1-800-855-0511 (Manitoba Relay Service)
After hours (emergency only): 204-945-0183 (in Winnipeg)
After hours (emergency only): toll free 1-866-559-6778 (outside Winnipeg)

OTHER RESOURCES

City of Winnipeg Environmental Health Inspections

The City of Winnipeg will enforce minimum standards for residential rental properties, such as single-family houses, duplexes and apartments. Common complaints include: not enough heat, no hot water, leaking toilets or pipes, broken windows, problems with bugs and/or mice, and broken floors and countertops.

Phone: 311 (in Winnipeg)
Website: **www.winnipeg.ca/cms/ehs/other/housing.stm**

Habitat for Humanity

Habitat for Humanity partners with low-income, working families who are ready for the responsibility and challenges of homeownership, but would not qualify for a traditional mortgage. The selection of families is based on need, ability to pay and willingness to partner (requirement to contribute volunteer time – sweat equity). Habitat for Humanity has several chapters across Manitoba.

60 Archibald St. Winnipeg, MB R2J 0V8
Phone: 204-233-5160
Toll free: 1-855-396-4224
Website: **www.habitat.mb.ca**

Holy Names House of Peace

Holy Names House of Peace offers a safe home for women in transition (ex: newcomers to Manitoba).

211 Edmonton St. Winnipeg, MB R3C 1R4
Phone: 204-942-5535
Email: hope04@shaw.ca
Website: **www.houseofpeace.ca**

Lower Income Energy Efficiency Program, Manitoba Hydro

Through this program, low-income homeowners can receive free insulation, a new high efficiency natural gas furnace or boiler (only $19/month for a fixed term) and a free, in-home, energy-efficiency review and basic energy saving items (ex: free low-flow showerheads, compact fluorescent lights). The program also covers the cost of labour.

P.O. Box 815 Station Main Winnipeg, MB R3C 2P4
Phone: 204-480-5900
Toll free: 1-888-624-9376
Email: lowerincome@hydro.mb.ca
Website: **www.hydro.mb.ca/your_home/lieep/**

Manitoba Human Rights Commission

A landlord cannot refuse an apartment to anyone based on economic status (ex: receiving social assistance), family or marital status, race, religion, gender, sexual orientation or physical or mental disability. If you think you were discriminated against, contact the Manitoba Human Rights Commission (See the Legal chapter of this book for contact information.)

LEGAL AID MANITOBA

Legal Aid Manitoba provides legal advice and representation to eligible low-income individuals and groups, including for the following matters:

- family issues such as divorce, child custody, maintenance enforcement and child protection matters
- adults and youth who are facing serious criminal charges
- people with disputes involving Employment and Income Assistance, Workers Compensation, Canada Pension Plan disability, and the Personal Injury Protection Plan under Manitoba Public Insurance, as well as Residential Tenancies Branch cases
- groups and individuals with test cases in the areas of consumer, poverty, environmental, Aboriginal and Charter of Rights challenges

Legal Aid's brochure describes its services in detail, and is available at: **www.legalaid.mb.ca**

To determine if someone is eligible, Legal Aid looks at income, assets and debts and whether money will be available to pay legal fees at the end of the case. If you are applying for a separation, but still live with your spouse/partner, your eligibility is not affected by your spouse/partner's financial resources. If you have assets that are enough to pay for a lawyer, you may be refused legal aid. If your assets are locked in and you are not able to use them, or if using them would cause you a great deal of hardship, Legal Aid may be able to assist you.

If you qualify for Legal Aid, the services of a lawyer may be provided for free, or you may be expected to pay back some or all of your Legal Aid fees, depending on your financial situation. Even if you are expected to partially or fully pay back Legal Aid, it is still more affordable than hiring a private lawyer.

If you receive Legal Aid services, and you receive a lump sum payment at the end of your case (ex: if there is a substantial financial divorce settlement), there may be an expectation of payment of some or all legal fees.

To apply for Legal Aid in Winnipeg, go to the Application Centre (call ahead for hours). You can also apply at the Legal Aid Manitoba offices located in Brandon, Dauphin, The Pas and Thompson. Lawyers and paralegals regularly travel to more than 40 outlying communities. There is a $25 non-refundable fee to apply for Legal Aid (this fee is waived if you rely on social assistance, are in a women's shelter, are a full-time student, or are in a mental health facility). Legal Aid Manitoba has several offices in Winnipeg – for information on other locations, see their website or contact the Administration Office.

Website: **www.legalaid.mb.ca**

Application Centre
1st floor - 287 Broadway Winnipeg, MB R3C 0R9
Phone: 204-985-8500

Administration Office
4th floor - 287 Broadway Winnipeg, MB R3C 0R9
Phone: 204-985-8500
Toll free: 1-800-261-2960
TTY: 204-943-1131

Kelsey Office
P.O. Box 1770
130 3rd St.The Pas, MB R9A 1L5
Phone: 204-627-4833
Toll free: 1-800-839-7946

Northlands Community Law Centre
P.O. Box 2429
236 Edwards Ave. The Pas, MB R9A 1M2
Phone: 204-627-4820
Toll free: 1-800-268-9790

Parklands Community Law Centre
31 - 3rd Ave. Northeast Dauphin, MB R7N 0Y5
Phone: 204-622-7000
Toll free: 1-800-810-6977

Thompson Community Law Centre
3 Station Rd. Thompson, MB R8N 0N3
Phone: 204-677-1211
Toll free: 1-800-665-0656

Westman Community Law Centre
236 - 11th St. Brandon, MB R7A 4J6
Phone: 204-729-3484
Toll free: 1-800-876-7326

LEGAL RESOURCES FOR FAMILIES

A Guide to Changing a Child Support Order in Manitoba

This Guide provides information for parents who pay or receive child support. The Guide is available free from court offices, maintenance enforcement program offices and Manitoba Legal Aid offices throughout Manitoba as well as from the Community Legal Education Association. It is also available online at:

Website:
www.gov.mb.ca/justice/family/law/changembsupportorder.html

Family Law in Manitoba Booklet

This booklet, published by the Family Law Branch of Manitoba Justice, provides information on family law and the legal system in Manitoba. Topics covered include married and common-law relationships, separation, divorce, custody and access, support, adoption, change of name, death in the family, and more. The booklet is available online or you can request a copy from The Family Law Branch.

1230 - 405 Broadway Winnipeg, MB R3C 3L6
Phone: 204-945-0268
Toll free: 1-800-282-8069, ext. 0268
Website: www.manitoba.ca/justice/family/law

MANITOBA GOVERNMENT PROGRAMS

Child Support Recalculation Service, Manitoba Justice

This service is for parents who want to change the amount of child support ordered by the court based on a change in the income of the person ordered to pay support. For more information, contact your nearest court office or the Child Support Recalculation Service office.

201 - 373 Broadway Winnipeg, MB R3C 4S4
Phone: 204-945-2293
Toll free: 1-800-282-8069, ext. 2293
Email: csrs@gov.mb.ca
Website: www.gov.mb.ca/justice/family/law/recalculation

Family Conciliation Services, Manitoba Family Services and Labour

Family Conciliation Services provides conflict resolution services (at no cost) to families going through separation or divorce. Family Conciliation Services is provincewide, with offices in Winnipeg, Brandon, Dauphin, Thompson, The Pas and Flin Flon. Referrals to Family Conciliation may be made by the court, your lawyer, Legal Aid, a social service agency, or you may decide to come on your own. Family Conciliation Services offers the following programs:

- **For the Sake of the Children** is an information program offered to parents to help them understand what they are going through, both legally and emotionally, and to learn more about the needs of children after separation. New court rules make program attendance compulsory for Manitobans requesting or responding to requests for interim or final orders for child custody, access, or private guardianship.

- **Mediation** is an alternative to traditional court action. It is for parents willing to meet and work together with a skilled, professional counsellor to make decisions about their children's ongoing needs after separation. Mediation can also be used to deal with the financial issues related to the separation, such as child support, spousal support and division of marital property.
- **Conciliation Counselling** provides short-term counselling for individuals, couples or families in the process of separation or divorce. It is not marriage counselling or couple counselling; rather, it is focused on short-term, problem solving and provides support and information.
- **Caught in the Middle** is a group for children ages 8 to 12 whose parents are in disagreement over separation and divorce issues.
- **Just for Teens** is a seminar for teens ages 12-17. (In the Brandon area, a workshop for children ages 14-17 is offered to help them adjust to their parents' separation.
- **The Grandparent Advisor Service** offers support, information, counselling and mediation to grandparents and family members seeking access to children.
- **The Brief Consultation Service** is a court-referred service that provides a brief consultation to parents, and the court, to help address the wishes or concerns of children ages 11 to 16. A report is forwarded to the court with recommendations on access.
- **Court-Ordered Assessments** help determine what is in the best interests of the children, when separating parents can't agree on decisions about their children.
- **First Choice Service** is an alternative to a traditional court-ordered assessment. It is a combination of assessment, mediation and settlement that helps parents resolve their custody or access issues more quickly.

2nd floor - 379 Broadway Winnipeg, MB R3C 0T9
Phone: 204-945-7236
Toll free: 1-800-282-8069, ext. 7236
TTY: 204-945-4796 or toll free 1-800-855-0511 (Manitoba Relay Service)
Website: **www.gov.mb.ca/fs/childfam/family_conciliation**

Flin Flon
143 Main St. Flin Flon, MB R8A 1K5
Phone: 204-687-1700
Toll free: 1-866-443-2291

Dauphin
309 - 27 2nd Ave. Southwest Dauphin, MB R7N 3E5
Phone: 204-622-2035
Toll free: 1-866-355-3494

Thompson
P.O. Box 5 59 Elizabeth Dr. Thompson, MB R8N 1X4
Phone: 204-677-6570
Toll free: 1-866-677-6713

Brandon
2nd floor - 340 - 9th St. Brandon, MB R7A 6C2
Phone: 204-726-6336
Toll free: 1-800-230-1885

The Pas
3rd and Ross Ave. P.O. Box 2550 The Pas, MB R9A 1M4
Phone: 204-627-8311
Toll free: 1-866-443-2292

Swan River
Main floor - 4th Ave. South P.O. Box 997 Swan River, MB R0L 1Z0
Phone: 204-734-3491
Toll free: 1-888-269-6498

Maintenance Enforcement Program, Manitoba Justice

The Maintenance Enforcement Program is a free service that collects, records and forwards child and spousal support payments. Manitoba has agreements with other provinces, states and countries to enforce maintenance orders for one another.

225 - 405 Broadway Winnipeg, MB R3C 3L6
Phone: 204-945-7133
Toll free: 1-866-479-2717
Email: ManitobaMEPinquiries@gov.mb.ca
Website: **www.gov.mb.ca/justice/family/mep**

Victim Services, Manitoba Justice

Manitoba Justice Victim Services helps victims of the most serious crimes (as outlined in The Victims' Bill of Rights), victims of domestic violence, and child victims and witnesses. Victim Services helps people understand their rights and responsibilities. It also connects them to other services or agencies.

As well, Victim Services offers the Compensation for Victims of Crime and Victim Witness Assistance programs. The first program provides compensation to victims who suffer personal injury, hardships or expenses as a result of certain crimes in Manitoba. The Victim Witness Assistance program provides support services to crime victims, and witnesses, who are subpoenaed to appear in either Provincial Court or Court of Queen's Bench, in Winnipeg.

Website: **www.gov.mb.ca/justice/victims**

Note: See chapter on Abuse, under Other Abuse-Related Resources, for more information on Victim Services' domestic violence programs.

Victim Rights Support Service/Child Victim Support Service/ Domestic Violence Support Service/Domestic Violence Intervention Unit

1410 - 405 Broadway Winnipeg, MB R3C 3L6
Phone: 204-945-6851 (in Winnipeg)
Toll free: 1-866-484-2846

Compensation for Victims of Crime

1410 - 405 Broadway Winnipeg, MB R3C 3L6
Phone: 204-945-0899 (in Winnipeg)
Toll free: 1-800-262-9344

Victim/Witness Assistance Program

4th floor - 408 York Ave. Winnipeg, MB R3C 0P9
Phone: 204-945-3594 (in Winnipeg)
Toll free: 1-866-635-1111

OTHER LEGAL RESOURCES

A Woman's Place

This program offers free legal and support services to women who have been abused by intimate partners. Services are provided by paralegals, lawyer and support workers.

200-323 Portage Ave. Winnipeg, MB R3B 2C1
Phone: 204-940-6624

Canadian Human Rights Commission

Most employers, landlords or service providers, located in Manitoba, fall under the jurisdiction of the Manitoba Human Rights Commission (listed later in this chapter). However, businesses like airlines, banks and telecommunication providers, as well as the federal civil service and many First Nations governments and organizations, are regulated by federal law. Any complaints against these groups must be filed with the Canadian Human Rights Commission.

8th floor - 344 Slater St. Ottawa, ON K1A 1E1
Toll free: 1-888-214-1090
TTY: 1-888-643-3304
Website: **www.chrc-ccdp.gc.ca**

Community Legal Education Association (CLEA)

This non-profit organization offers the Law Phone-In and Lawyer Referral Program, which provides free legal information (NOT legal advice) to callers. Callers needing legal advice can receive referrals to lawyers, who specialize in particular areas of the law, for free half-hour consultations. CLEA also publishes brochures that provide legal tips on various issues. The Uncontested Divorce Guide for Manitoba is available from CLEA at a cost of $28. It's also available for loan at the Winnipeg Public Library. Free publications available from CLEA include Women in Abusive Relationships, Family Law for Children, and Legal Tips for Single Parents.

205 - 414 Graham Ave. Winnipeg, MB R3C 0L8
Phone: 204-943-2305 (Law Phone-In)
Phone: 204-943-3602 (Lawyer Referral only)
Toll free: 1-800-262-8800
Email: info@communitylegal.mb.ca
Website: **www.communitylegal.mb.ca**

Elizabeth Fry Society of Manitoba

This agency provides advocacy, support and guidance to women who have been, or may be at risk of becoming, involved in the criminal justice system. The Society also offers a program for women who've committed shoplifting or fraud, an anger management program, a bail verification and supervision program (for women charged with offences), and temporary housing units for women to help them re-enter the community.

544 Selkirk Ave. Winnipeg, MB R2W 2M9
Phone: 204-589-7335
Toll free: 1-800-582-5655
Email: administration@efsmanitoba.org
Website: **www.efsmanitoba.org**

Family Law Access Centre, Law Society of Manitoba

This is a pilot project offered by the Law Society of Manitoba to help middle-income families afford legal services for family law matters.

Phone: 204-926-2048
Website:
www.lawsociety.mb.ca/for-the-public/family-law-access-centre

John Howard Society of Manitoba

This agency helps male offenders, and their families, live healthier, crime-free lives. Services include helping with pardons and planning for release, as well as employment preparation, anger management, parenting and literacy programs.

583 Ellice Ave. Winnipeg, MB R3B 1Z7
Phone: 204-775-1514
Email: office@johnhoward.mb.ca
Website: **www.johnhoward.mb.ca**

Law Society of Manitoba

All lawyers who practise law in Manitoba must be members of the Law Society of Manitoba (the regulating body for lawyers). The Law Society sets standards of conduct for lawyers and disciplines lawyers who don't meet these standards. If you have a concern about something a lawyer has done (or not done), contact the Discipline Department of the Law Society of Manitoba.

219 Kennedy St. Winnipeg, MB R3C 1S8
Phone: 204-942-5571
Email: admin@lawsociety.mb.ca
Website: **www.lawsociety.mb.ca**

Legal Help Centre

The Legal Help Centre provides referrals, legal help and information to low-income people who live in Winnipeg. Free legal advice and/or representation are available to those who qualify.

Lower Level, MacNamara North Building
380 Spence St. University of Winnipeg
Winnipeg, MB R3B 2R6
Phone: 204-258-3096
Website: **www.legalhelpcentre.ca**

Manitoba Human Rights Commission (MHRC)

The MHRC enforces the Human Rights Code. Anyone in Manitoba may file a complaint about discrimination in areas like employment, housing and public services. There is no charge for filing a complaint or for seeking advice about human rights issues.

Winnipeg
700 - 175 Hargrave St. Winnipeg, MB R3C 3R8
Phone: 204-945-3007
Toll free: 1-888-884-8681
TTY: 1-888-897-2811
Email: hrc@gov.mb.ca
Website: **www.manitobahumanrights.ca**

Brandon
341 - 340 9th St. Brandon, MB R7A 6C2
Phone: 204-726-6261

The Pas
2nd floor - Otineka Mall
P.O. Box 2550 The Pas, MB R9A 1M4
Phone: 204-627-8270

Winnipeg Police Victim Service Unit

This unit helps people affected by a crime, by providing emotional support, as well as information about police cases, their progress through the courts and information on the justice system.

P.O. Box 1680 Winnipeg, MB R3C 2Z7
Phone: 204-986-6350

Website:
www.winnipeg.ca/police/Units_and_Divisions/victim_services.stm

NOTES

Leisure Guide, City of Winnipeg

The Leisure Guide is delivered three times a year to homes that receive the Winnipeg Free Press. It can also be picked up at arenas, pools, libraries, leisure centres and many stores throughout Winnipeg. The guide lists recreational programs for children, youth, adults and seniors. Low-income families can apply to have their fees reduced for registered courses, drop-in programs and admissions to facilities such as pools.

People with special needs are encouraged to participate in all community services sponsored programs offered in the Leisure Guide. If assistance is needed to participate, call 204-786-7760.

Community Services Department
395 Main St. Winnipeg, MB R3B 3N8
Phone: 311
TTY: 204-986-1311
Website: **www.winnipeg.ca**

Recreation Programs in Rural and Northern Areas

In rural and northern communities, the municipal (city or town) government hires recreation directors to provide a variety of recreational services and programs. To find out whether your community has a recreation director, call your municipality or other local government body, or the Recreation and Regional Services Branch office in your area (contact information below).

Central Region Office
225 Wardrop St. Morden, MB R6M 1N4
Phone: 204-822-5418
Toll free: 1-866-346-5219

Eastman Region Office
20 - 1st St. South P.O. Box 50
Beausejour, MB R0E 0C0
Phone: 204-268-6018
Toll free: 1-800-665-6107

Interlake Region Office
62 2nd Ave. P.O. Box 1519
Gimli, MB R0C 1B0
Phone: 204-642-6006
Toll free: 1-866-259-5748

Norman Region Office
59 Elizabeth Dr. Thompson, MB R8N 1X4
Phone: 204-677-6780

Norman Region Office
3rd and Ross Ave. P.O. Box 2550
The Pas, MB R9A 1M4
Phone: 204-627-8213

Parkland Region Office
27 - 2nd Ave. Southwest Dauphin, MB R7N 3E5
Phone: 204-622-2022

Westman Region Office
146 - 340 9th St. Brandon, MB R7A 6C2
Phone: 204-726-6066
Toll free: 1-800-259-6592

OTHER RECREATION RESOURCES

4-H, Manitoba Council

4-H clubs offer activities and programs for youth ages 8 to 21. For information on 4-H clubs near you, contact the Manitoba Council Office.

1129 Queens Ave. Brandon, MB R7A 1L9
Phone: 204-726-6136
Email: 4hcouncl@mymts.net
Website: **www.4h.mb.ca**

Boys and Girls Clubs

Boys and Girls clubs offer free activities to children and youth in a safe environment.

Thompson Club
365 Thompson Dr. P.O. Box 484
Thompson, MB R8N 1Y2
Phone: 204-778-7575

Winnipeg Clubs
929 Main St. Winnipeg, MB R2W 3P2
Phone: 204-982-4940
Email: reception@wbgc.mb.ca
Website: **www.wbgc.mb.ca**

Cadet Program

The Cadet Program is a federal government-sponsored program for youth ages 12 to 18. It includes the Royal Canadian Sea, Army and Air Cadets, and offers fun, challenging and rewarding activities. Cadet programs are available in many Manitoba communities. For more information, go to the website or contact Public Affairs for the Prairie Region to find out if there is a program in your area (contact information below).

Toll free: 1-800-842-1851 (Choose Option 1.)
Email: prairiepublicaffairs@forces.gc.ca
Website: **www.cadets.ca**

Girl Guides of Canada – Guides du Canada, Manitoba Council

This provincewide program for girls (ages five and older) is led by women, and provides opportunities for fun, friendship and adventure.

213 - 530 Century St. Winnipeg, MB R3H 0Y4
Phone: 204-774-4475
Toll free: 1-800-565-8111
Email: info@girlguides.mb.ca
Website: **www.girlguides.mb.ca**

KidSport Manitoba

KidSport Manitoba helps remove financial barriers that prevent children from playing organized sport throughout Manitoba. Grants are available (maximum $300/year per child) to help with the cost of registration fees for children age 18 or younger (must be for sports recognized by Sport Manitoba). Applications for sport equipment are also available through KidSport Manitoba.

c/o Sport Manitoba
145 Pacific Ave. Winnipeg, MB R3B 2Z6
Phone: 204-925-5922
Toll free: 1-866-774-2220
Website: **www.kidsportcanada.ca/manitoba**

Program Registration Fee Subsidy, General Council of Winnipeg Community Centres (GCWCC)

The Program Registration Fee Subsidy helps children and youth (age 17 and younger, from low-income families) to participate in sport, leisure or recreation programs at community centres in Winnipeg. For information about the subsidy, contact your local community centre of the GCWCC.

Website: **www.gcwcc.mb.ca**

Provincial Parks, Manitoba Conservation and Water Stewardship

Manitoba's parks offer a range of services for year-round enjoyment. For more information about provincial parks and what they offer, contact the Parks and Natural Areas Branch of Manitoba Conservation and Water Stewardship.

Phone: 204-945-6784
Toll free: 1-800-214-6497
Website: **www.gov.mb.ca/conservation/parks/popular_parks/index**

Public Libraries

Public libraries allow you to borrow books, movies, music, magazines, eBooks and audio books. Many libraries also offer free programs, like parent/child story times and crafts, computer access, and workshops for adults and book clubs for all ages. To find a public library in Winnipeg, call 204-986-6450 or visit **www.winnipeg.ca/library**. If you live outside of Winnipeg, call 1-800-252-9998 to find the public library closest to you.

If you live in a community without local public library service, you can order books by mail, for free, through the Manitoba government's Open Shelf program. For information on this program, go to the Public Library Services website at **www.gov.mb.ca/chc/pls**, or phone 204-726-6590; toll free 1-800-252-9998.

Scouts Canada, Manitoba Council

This provincewide program for children and youth (ages 5 to 23) provides opportunities for fun, friendship and adventure.

395 Stafford St. Winnipeg, MB R3M 2X4
Phone: 204-786-6661
Toll free: 1-888-726-8876
Email: manitoba@scouts.ca
Website: **www.mb.scouts.ca**

The Sunshine Fund

The Sunshine Fund provides subsidies (money) for children who can't afford the costs of summer camp. (Parents/guardians must pay a portion of the fees – the amount depends on family income). The Sunshine Fund begins accepting applications in January or February each year. Be sure to apply early for the best choice of camps and dates.

302 - 960 Portage Ave. Winnipeg, MB R3G 0R4
Phone: 204-784-1130
Email: sunshinefund@mbcamping.ca
Website: **www.mbcamping.ca**

YMCA-YWCA

The YMCA-YWCA offers many swimming and fitness programs for adults, teens, children and families. These services are available to everyone, regardless of your ability to pay. If you cannot afford the membership fee, ask the sales and services staff at your local branch for information about the Membership Assistance Program.

In Winnipeg, the Y-Neighbours program gives moms an opportunity to meet socially and to hear guest speakers on a range of topics. Child care is provided.

Email: info@ymcaywca.mb.ca
Website: **http://ywinnipeg.ca**

Downtown YMCA-YWCA
301 Vaughan St. Winnipeg, MB R3B 2N7
Phone: 204-947-3044

Elmwood-Kildonan YMCA-YWCA
454 Kimberly Ave. Winnipeg, MB R2K 0X8
Phone: 204-668-8140

North Y Youth Centre
363 McGregor St. (Win Gardner Place) Winnipeg, MB R2W 4X4
Phone: 204-989-4109

South YMCA-YWCA
5 Fermor Ave. Winnipeg, MB R2M 0Y1
Phone: 204-233-3476

West Portage Y
3550 Portage Ave. Winnipeg, MB R3K 0Z8
Phone: 204-889-8052

Brandon Family YMCA
231 - 8th St. Brandon, MB R7A 3X2
Phone: 204-727-5456
Email: ymca@wcgwave.ca
Website: **www.ymcabrandon.com**

Note: For the YWCA of Thompson, see the Education, Training and Employment chapter.

NOTES

CENTRALIZED SERVICES – WINNIPEG

Manitoba START

This is the first place new immigrants should go after arriving in Winnipeg. This service provides information and referrals to programs that will help newcomers settle, improve their English and find a job.

265 Portage Ave. Winnipeg, MB R3B 2B2
Phone: 204-944-8830
Email: frontdesk@manitobastart.com
Website: **www.manitobastart.com**

ENTRY Program

This orientation program is a series of classes that helps new immigrants adjust to life in Manitoba. The classes focus on employment, getting around in the province, law and health. As well, ENTRY schedules language assessment appointments for new immigrants at the Winnipeg English Language Assessment and Referral Centre (WELARC). To register for ENTRY, go to Manitoba START (see listing above).

4th floor - 259 Portage Ave. Winnipeg, MB R3B OC9
Phone: 204-944-0133
Email: info@entryprogram.ca
Website: **www.entryprogram.ca**

Nominee Application Centre, Immigrant Centre Manitoba

The Nomination Application Centre provides free help with Manitoba Provincial Nominee Program (MPNP) applications. Services include MPNP information sessions, one-on-one consultations, notary services and referrals to other community resources.

100 Adelaide St. Winnipeg, MB R3B 0W2
Phone: 204-943-2240
Email: info@icmanitoba.com
Website: **www.icmanitoba.com**

Winnipeg English Language Assessment and Referral Centre (WELARC)

This centre assesses language skills, and provides referrals to English language classes. Clients must first go to Manitoba START to get a referral to WELARC.

4th floor - 275 Portage Ave. Winnipeg, MB R3B 2B3
Phone: 204-943-5387
Email: info@welarc.net
Website: **www.welarc.net**

GOVERNMENT RESOURCES

Bilingual Service Centres

These centres offer a range of bilingual federal, provincial and municipal services, as well as community-based organizations, all under one roof.

Toll free: 1-866-267-6114
Email: csbsc@gov.mb.ca
Website: **www.csbsc.mb.ca**

100 - 614 Des Meurons St. Winnipeg, MB R2H 2P9
Phone: 204-945-6220

1005 St Mary's Rd. Winnipeg, MB R2M 3S4
Phone: 204-945-0600

51 - 55 Rodgers St. Notre Dame de Lourdes, MB R0G 1M0
Phone: 204-248-7270

427 Sabourin St. St. Pierre-Jolys, MB R0A 1V0
Phone: 204-433-3340

P.O. Box 215 St. Laurent, MB R0C 2S0
Phone: 204-646-4095

Citizenship and Immigration Canada

This federal government office handles matters such as permanent resident cards, and citizenship and immigration applications.

4th floor - 25 Forks Market Rd. Winnipeg, MB R3C 4S9
Phone: 1-888-242-2100 (toll free)
Website: **www.cic.gc.ca**

Living in Manitoba: A Resource Guide for Immigrant Women

This guide provides information to help immigrant women successfully adapt to life in Manitoba. It covers issues like legal rights, housing, child care and women's health. The guide is available online or by contacting Manitoba Status of Women.

Phone: 204-945-6281
Toll free: 1-800-263-0234
Email: msw@gov.mb.ca
Website: **www.gov.mb.ca/msw/publications**

SETTLEMENT SERVICES – WINNIPEG

The Immigrant Centre

This centre provides immigrants with settlement, employment and support services. These services include verification of translations, interpretation and notary services, credentials recognition assistance, educational programs, citizenship classes and conversational English groups.

100 Adelaide St. Winnipeg, MB R3A 0W2
Phone: 204-943-9158
Email: info@icmanitoba.ca
Website: **www.icmanitoba.com**

Welcome Place, Manitoba Interfaith Immigration Council

Welcome Place provides free services for refugees and claimants, and their families, including reception and accommodations, orientation, referrals, adjustment counselling and support, inland protection, private sponsorship and support to sponsoring groups.

521 Bannatyne Ave. Winnipeg, MB R3A 0G4
Phone: 204-977-1000
Website: **www.miic.ca**

Accueil francophone du Manitoba

Accueil francophone offers intake and settlement services for French-speaking immigrants and refugees.

104 - 420 Des Meurons St. Winnipeg, MB R2H 2N9
Phone: 204-975-4250
Website: **www.accueilfrancophonemb.com**

Jewish Child and Family Service

This organization provides free services to help immigrants of Jewish ancestry adjust to life in Manitoba. Services include pre-migration assistance, assessment, settlement assistance, employment assistance, counselling and referral. Services are offered in Hebrew, Russian, Ukrainian and Spanish.

C200 - 123 Doncaster St. Winnipeg, MB R3N 2B2
Phone: 204-477-7430
Email: jcfs@jcfswinnipeg.org
Website: **www.jcfswinnipeg.org**

Neighbourhood Settlement Workers

Settlement services help newcomers adjust to life in Manitoba and the local community, by providing information, assistance, and referrals to community resources.

Elmwood Neighbourhood Immigrant Settlement Worker

Elmwood Community Resource Centre
200 Levis St. Winnipeg, MB R2L 2C2
Phone: 204-982-1720, ext. 205
Email: nisw.elmwood@elmwoodcrc.com

Fort Garry/Fort Richmond Neighbourhood Immigrant Settlement Worker

Dalhousie School
262 Dalhousie Dr. Winnipeg, MB R3T 2Z1
Phone: 204-261-0163
Email: nisw1@pembinatrails.ca

Inkster Neighbourhood Immigrant Settlement Worker

Nor'West Health Clinic
103 - 61 Tyndall Ave. Winnipeg, MB R2X 2T4
Phone: 204-940-1697
Email: nisw.inkster@norwesthealth.ca

River East/Transcona Neighbourhood Immigrant Settlement Worker

Bernie Wolfe Community School
95 Bournais Dr. Winnipeg, MB R2C 3Z2
Phone: 204-669-9412, ext. 2968

Seven Oaks Neighbourhood Immigrant Settlement Worker

A.E. Wright Community School
1520 Jefferson Ave. Winnipeg, MB R2P 1K1
Phone: 204-632-6314, ext. 238 or 880-7826
Email: nisw1@7oaks.org

St. James-Assiniboia Neighbourhood Immigrant Settlement Worker

Jameswood Community School
1 Braintree Cres. Winnipeg, MB R3J 1C7
Phone: 204-831-7405
Email: st.james-diversity@hotmail.com

St. Vital Neighbourhood Immigrant Settlement Worker

René Deleurme Centre
511 St. Anne's Rd. Winnipeg, MB R2M 3E5
Phone: 204-257-7308, ext. 310

Tuxedo/Edgeland/Doncaster Neighbourhood Immigrant Settlement Worker

Tuxedo Resource Centre
1 - 225 Doncaster St. Winnipeg, MB R3N 1X7
Phone: 204-489-9141
Email: nisw.tuxedo@hotmail.com

West Central Neighbourhood Immigrant Settlement Worker

West Central Women's Resource Centre
101B - 583 Ellice Ave. Winnipeg, MB R3B 1J7
Phone: 204-774-7990
Email: nisw.westcentral@mymts.net

William Whyte Neighbourhood Immigrant Settlement Worker

William Whyte Residents Association
295 Pritchard Ave. Winnipeg, MB R2W 2J2
Phone: 204-582-9091

EDUCATION, TRAINING AND EMPLOYMENT

Note: Manitoba START, Immigrant Centre and Pluri-elles, which are listed elsewhere in this chapter, also provide employment support.

Employment Projects of Winnipeg (EPW)

EPW offers free employment counselling, introductory computer courses, job fairs and workshops, and employment preparation to those born outside Canada. Clients must be referred by Manitoba START.

990 - 167 Lombard Ave. Winnipeg, MB R3B 0V3
Phone: 204-949-5300
Email: epwinc@epw.ca
Website: **www.epw.ca**

Employment Solutions for Immigrants

This program provides career development and employment preparation for newcomers. Clients must be referred by Manitoba START.

265 Portage Ave. Winnipeg, MB R3B 2B2
Phone: 204-949-0300
Email: employmentsolutions@mymts.net

LEEP (Life Employment Enhancement Program for War Affected Youth)

LEEP is a pre-employment training program for youth from countries affected by war. Participants are paid a training allowance during the program.

Salvation Army Multicultural Centre
51 Morrow Ave. Winnipeg, MB R2M 1A5
Phone: 204-946-9137
Email: leep.mfc@mts.net

Occupational Health Centre – Cross Cultural Community Development Program

Trainers from various cultural communities provide workshops about workplace health and safety rights, as well as where to go for help with health or safety problems at work. One-on-one counselling is also available for injured workers from newcomer communities.

102 - 275 Broadway Winnipeg, MB R3C 4M6
Phone: 204-926-7908
Toll free: 1-888-843-1229
Email: mflohc@mflohc.mb.ca
Website: **www.mflohc.mb.ca**

Success Skills Centre

This free service offers employment and career counselling for immigrant professionals and skilled workers.

12th floor - 330 Portage Ave. Winnipeg, MB R3C 0C4
Phone: 204-975-5111
Email: ssc@successskills.mb.ca
Website: **www.successskills.mb.ca**

University of Winnipeg – Global Welcome Centre

This free service provides immigrants and refugees with guidance on education and career choices.

Room 1E04 - 511 Ellice Ave. Winnipeg, MB R3B 2E9
Phone: 204-258-2946
Email: globalwelcomecentre@uwinnipeg.ca
Website: **www.uwinnipeg.ca/index/gwc-index**

Victor Mager Adult Education and Training Centre

This is a free employment preparation and job skills program for immigrants.

533 St. Anne's Rd. Winnipeg, MB R2M 3E8
Phone: 204-254-1618
Website: **www.victormager.ca**

HEALTH, WELLNESS AND FAMILY SUPPORT PROGRAMS

Aurora Family Therapy Centre

This free service provides therapy to immigrant and refugee individuals, couples and families on family and parenting issues, war-related trauma and cultural differences.

University of Winnipeg, Sparling Hall, 2nd floor
515 Portage Ave. Winnipeg, MB R3B 2E9
Phone: 204-509-1405 or 204-786-9156
Email: healing@uwinnipeg.ca
Website: **http://aurora.uwinnipeg.ca/programs-and-services/immigrant-refugee-project/**

The Family Centre – Enhanced Settlement Service Family Supports for Refugees

This program of The Family Centre helps high need refugee families build independence and find resources. Services are available in several languages. For contact information, see the chapter on Support for Families.

Healthy Start for Mom and Me

See the Support for Families chapter for information about this program, and its prenatal and postnatal classes for newcomers to Canada.

Immigrant Women's Association of Manitoba

The Immigrant Women's Association of Manitoba provides support, information and referrals for immigrant and refugee women.

301 - 960 Portage Ave. Winnipeg, MB R3G 0R4
Phone: 204-414-9452
Email: iwamanitoba@gmail.com

Immigrant Women's Counselling Services

See the Abuse chapter for information about this agency.

Mount Carmel Clinic – Multicultural Wellness Program

This free program provides counselling, support and advocacy for immigrants and refugees, in several languages.

886 Main St. Winnipeg, MB R2W 5L4
Phone: 204-589-9475
Website: **www.mountcarmel.ca/programs/community/MCWP.php**

NEEDS

This organization provides free services to help immigrant and refugee children and youth adapt to life in Canada. Services include recreation, computer training, homework help and job programs.

251-A Notre Dame Ave. Winnipeg, MB R3B 1N8
Phone: 204-940-1260
Email: needsinc@mymts.net
Website: **www.needsinc.ca**

Pluri-elles

Pluri-elles offers a wide range of French-language services, including programs that involve education and training, finances, culture, health and social services. Services are available for all French-speaking Manitobans, including women, men and children.

570 Des Meurons St. Winnipeg, MB R2H 2P8
Phone: 204-233-1735
Toll free: 1-800-207-5874
Email: pluridg@pluri-elles.mb.ca
Website: **www.pluri-elles.mb.ca**

Sexuality Education Resource Centre (SERC)

See the Health Care and Disability Services chapter for information about this agency, which offers an immigrant/refugee health program.

Society for Manitobans with Disabilities (SMD)

SMD's Ethno-Cultural Services program helps newcomers with disabilities, and their families, find services and supports in the community. This program offers services in many languages. SMD also offers a Deaf and Hard of Hearing Program, which provides language and math programs for adult newcomers.

825 Sherbrook St. Winnipeg, MB R3A 1M5
Phone: 204-975-3010
Toll free: 1-866-282-8041
TTY: 204-975-3012 or toll free 1-800-225-9108
Email: info@smd.mb.ca
Website: **www.smd.mb.ca**

YMCA-YWCA of Winnipeg – Winnipeg's Welcome Program

Through this program, low-income newcomers to Canada can receive a free, four-month membership to the YMCA-YWCA. To find out if you qualify, call the branch nearest you. (See the Recreation and Wellness chapter for contact information.)

HOUSING

Immigrant and Refugee Community Organization of Manitoba (IRCOM)

IRCOM has an apartment building for new immigrants, recreation and school assistance programs for children and youth, and programs to help families adapt to life and find community and social services in Winnipeg.

95 Ellen St. Winnipeg, MB R3A 1S8
Phone: 204-943-8765
Email: info@ircom.ca
Website: **www.ircom.ca**

New Journey Housing

This organization helps new immigrants learn about buying or renting a house or apartment.

Portage Place Shopping Centre – 3rd Floor (opposite IMAX)
312 - 393 Portage Ave. Winnipeg, MB R3B 3H6
Phone: 204-942-2238
Email: info@newjourneyhousing.com
Website: **www.newjourneyhousing.com**

REGIONAL SETTLEMENT SERVICES

Settlement services help newcomers adjust to life in Manitoba and the local community by providing information, assistance, and referrals to community resources. The following services are listed in alphabetical order by community.

Arborg and Riverton Immigrant Settlement Services

337 River Rd. P.O. Box 582 Arborg, MB R0C 2A0
Phone: 204-376-3623
Email: ariss@mts.net
Website: **www.rivertoncanada.com/settlement-guide**

Westman Immigrant Services

729 Princess Ave. Brandon, MB R7A 0P4
Phone: 204-727-6031
Email settadmin@mts.net
Website: **www.wesls.com**

Cartwright, Killarney, Boissevain Settlement Services

485 Curwen St. P.O. Box 190 Cartwright, MB R0K 0L0
Phone: 204-529-2590
Email: cdo@cartwrightroblin.ca

Parklands Regional Settlement Services

421 Main St. P.O. Box 516
Grandview, MB R0L 0Y0
Phone: 204-546-5100
Email: immigration@cfparkland.ca
Website: **www.parklandimmigration.ca**

Neepawa Immigrant Settlement Services

290 Davidson St. P.O. Box 598
Neepawa, MB R0J 1H0l
Phone: 204-476-2055
Email: nadcoimmigrant@mymts.net
Website: **www.neepawasettlement.com**

Portage Learning and Literacy Centre

2nd floor - 110 Saskatchewan Ave. West
Portage la Prairie, MB R1N 0M1
Phone: 204-857-6304
Email: info@learningcentre.net
Website: **www.learningcentre.net**

Asessippi Parkland Settlement Services

178 Main St. P.O. Box 1359
Russell, MB R0J 1W0
Phone: 204-773-4792
Email: immigration@russellmb.com
Website: **www.asessippiparkland.com**

Eastman Immigrant Services

D4 - 284 Reimer Ave. Steinbach, MB R5G 0R5
Email: info@eastmanimmigrantservices.com
Website: **www.eastmanimmigrantservices.com**

Swan Valley Settlement Services

120 - 6th Ave. North P.O. Box 370
Swan River, MB R0L 1Z0
Phone: 204-734-3417

Thompson Newcomer Settlement Services

Community Futures North Central Development
3 Station Rd. P.O. Box 1208
Thompson, MB R8N 1P1
Phone: 204-677-1495
Toll free: 1-888-847-7878

Virden Settlement Services

585 7th Ave. South, P.O. Box
513 Virden, MB R0M 2C0
Phone: 204-851-1432
Email: virdenssf@mts.net

South Central Immigrant Services

2 - 295 Perry St. P.O. Box 420
Winkler, MB R6W 4A6
Phone: 204-325-4059
Email: sciswinkler@gmail.com
Website: **www.regionalconnections.ca**

CHILD AND FAMILY SERVICES

Manitoba's child and family services (CFS) system provides services to communities, families and children. They include counselling, education, emergency assistance, practical support, treatment and temporary care. Temporary care includes foster care or residential care (while family concerns are being addressed), or appropriate permanent care (including adoption) when reunification is no longer possible.

Foster homes are approved and managed by the mandated authorities. Individuals interested in becoming foster parents should contact the agency or authority in their area. Those interested in adoption should contact the adoption department of a child and family services agency or a licensed adoption agency.

Note: See the chapter on Aboriginal Services for information on First Nations and Métis child and family agencies and authorities in Manitoba.

All Nations Coordinated Response (ANCR) Network

The ANCR Network is usually the first point of contact for anyone reporting child abuse or needing services from Manitoba's child and family services system. ANCR's phone lines are open 24 hours a day, seven days a week.

835 Portage Ave. Winnipeg, MB R3G 0N6
Phone: 204-944-4200
Toll free: 1-888-945-ANCR (2627)
Website: **www.ancr.ca**

General CFS Authority and List of Mandated CFS Agencies

Note: Many of the agencies below have other offices. Check with the agency's main office for current listings.

General Child and Family Services Authority

301 - 180 King St. Winnipeg, MB R3B 3G8
Phone: 204-984-9360
Toll free: 1-866-803-2814

Child and Family Services of Central Manitoba

25 - 3rd St. Southeast Portage la Prairie, MB R1N 1N1
Phone: 204-857-8751
Toll free: 1-888-339-3576
Website: **www.cfsofcentralmb.mb.ca**

Child and Family Services of Western Manitoba

800 McTavish Ave. Brandon, MB R7A 7L4
Phone: 204-726-6030
Toll free: 1-800-483-8980
Website: **www.cfswestern.mb.ca**

Churchill Child and Family Services

Churchill Regional Health Authority
162 Laverendrye Ave. Churchill, MB R0B 0E0
Phone: 204-675-8322

Jewish Child and Family Service

C200 - 123 Doncaster St. Winnipeg, MB R3N 2B2
Phone: 204-477-7430
Website: **www.jcfswinnipeg.org**

Rural and Northern Services – Eastman

20 - 1st St. Beausejour, MB R0E 0C0
Phone: 204-268-6028

Rural and Northern Services – Interlake

101 - 446 Main St. Selkirk, MB R1A 1V7
Phone: 204-785-5100

Rural and Northern Services – Parkland

27 - 2nd Ave. Southwest Dauphin MB R7N 3E5
Phone: 204-622-2035

Rural and Northern Services – Northern

P.O. Box 5 59 Elizabeth Dr. Thompson, MB R8N 1X4
Phone: 204-677-6570

Provincial Building
143 Main St. Flin Flon, MB R8A 1K5
Phone: 204-687-1700

P.O. Box 2550 3rd St. and Ross Ave. The Pas, MB R9A 1M4
Phone: 204-627-8311

Winnipeg Child and Family Services

404 - 1 Wesley Ave. Winnipeg, MB R3C 4C6
Phone: 204-944-4438
Website: **www.gov.mb.ca/fs/about/org/csd/wcfs**

HEALTHY CHILD MANITOBA PROGRAMS

Note: For information on Healthy Child Manitoba programs on fetal alcohol spectrum disorder, see the chapter on Health.

Healthy Baby

Healthy Baby is a two-part program – it includes the Manitoba Prenatal Benefit and Community Support programs. The first provides monthly financial help, for women with low to moderate-incomes, to buy healthy foods during pregnancy. Community Support programs are groups that help pregnant women, and new parents, meet other parents and get information on health, nutrition, and parenting. Some of the programs offer bus tickets and babysitting services.

For more information on the Manitoba Prenatal Benefit and on Community Support programs in your area, contact Healthy Child Manitoba at 204-945-1301 in Winnipeg; toll free 1-888-848-0140; or go to **www.manitoba.ca/healthychild/healthybaby**.

Families First (Home Visiting)

Families First offers free home visits to families with children – from pregnancy to the time children start school. The program is provided across Manitoba by community public health. During home visits, the public health nurse provides support to parents – helping them build strong relationships with their children, while sharing information and suggesting activities to help them grow up healthy and happy. For more information, talk to your public health nurse, or call 204-945-2266 in Winnipeg; toll free 1-888-848-0410, or go to **www.manitoba.ca/healthychild/familiesfirst**.

Triple P – Positive Parenting Program

The Triple P Parent Line, staffed by trained Triple P counsellors, is open from 8:00 a.m. to 8:00 p.m., Monday to Friday. The phone line provides free, confidential support, and the opportunity to discuss parenting issues like bedtime, tantrums and toilet training. The parent line also provides referrals for face-to-face programs (ex: individual counselling, parenting seminars, groups) that are offered by partner agencies.

Triple P Parent Line: 204-945-4777
Triple P Parent Line (toll free): 1-877-945-4777
Email: infotriplep@gov.mb.ca
Website: **www.manitobatriplep.ca**

Parent-Child Coalitions

Parent-child coalitions operate across Manitoba, promoting and supporting local programs for families with children ages 0 to 6. The coalitions focus on parent-child programs and activities that address positive parenting, nutrition, physical health, literacy and learning. For more information on parent-child activities in your community, call Healthy Child Manitoba.

Phone: 204-945-2266
Toll free: 1-888-848-0140
Website: **www.gov.mb.ca/healthychild/parentchild/**
(Healthy Child Manitoba)
Website: **www.mbparentchild.com**
(Manitoba Parent-Child Coalitions)

FAMILY RESOURCE CENTRES

Family resource centres can provide great support to all family members. Services may include education programs for all ages; workshops on things like parenting, anger management and health and wellness; child care; counselling and drop-in programs. For information on the specific programs and services offered, contact a family resource centre near you.

Family Resource Centres – Winnipeg

Andrews Street Family Centre

B-220 Andrews St. Winnipeg, MB R2W 4T1
Phone: 204-589-1721
Website: **www.asfc.mb.ca**

Elwick Village Centre

14 - 1411 Fife St. Winnipeg, MB R2P 0A2
Phone: 204-632-0910 or 204-632-5992

The Family Centre of Winnipeg

401 - 393 Portage Ave. Winnipeg, MB R3B 3H6
Phone: 204-947-1401
Website: **www.familycentre.mb.ca**

Heritage Park Family Resource Centre

Room 116 - 1 Braintree Cres. Winnipeg, MB R3J 1C7
Phone: 204-895-2519
Website: **www.heritage-park.org**

Wolseley Family Place

691 Wolseley Ave. Winnipeg, MB R3G 1C8
Phone: 204-788-8052
Email: wfp.admin@mts.net
Website: **www.wolseleyfamilyplace.com**

South Winnipeg Family Information Centre

800 Point Rd. (lower level) Winnipeg, MB R3T 3L8
Phone: 204-284-9311
Website: **www.swfic.org**

St. George School Parenting Centre

St. George School
151 St. George Rd. Winnipeg, MB R2M 3J2
Phone: 204-253-6773

Family Resource Centres – Rural and Northern

Altona and Area Family Resource Centre

238 5th Ave. Northeast P.O. Box 473
Altona, MB R0G 1K0
Phone: 204-324-2352
Email: aafrc@rha-central.mb.ca
Website: **www.altonafamilyresourcecentre.com**

Anna's House

B-11 Highway 12 North Steinbach, MB R5G 1T1
Phone: 204-346-0413
Website: **www.annashouse.ca**

Carman Family Resource Centre

40 - 2nd St. Northeast P.O. Box 124
Carman, MB R0G 0J0
Email: carfrc@mymts.net
Website: **www.carmanfamilyresourcecentre.com**

Child Family Resource Centre

109 - 2nd Ave. South P.O. Box 212
Cranberry Portage, MB R0B 0H0
Phone: 204-472-3671

Elspeth Reid Family Resource Centre

255 - 9th St. Brandon, MB R7A 6X1
Phone: 204-726-6280
Website: **www.cfswestern.mb.ca** (click on Family Resource Centre)

Growing Years Resource Centre

216 Manitoba Ave. Selkirk, MB R1A 0Y5
Phone: 204-785-8218
Website: **www.growingyears.info**

Morden Parent and Child Resource Centre

484 Stephen St. Morden, MB R6M 1T6
Phone: 204-822-1231

Network 4 Change

17 - 31 1st St. South P.O. Box 1698
Beausejour, MB R0E 0C0
Phone: 204-268-2506
Website: **www.network4change.ca**

The Pas Family Resource Centre

16 Tremaudan Ave. P.O. Box 97
The Pas, MB R9A 1K3
Phone: 204-623-5575
Website: **www.tpfrc.com**

Tupper St. Family Resource Centre

20 Tupper St. North Portage la Prairie, MB R1N 1W8
Phone: 204-857-9011
Email: resourcecentre@tsfrc.com
Website: **www.tsfrc.com**

Wings of Power Family and Community Resource Centre

39 Main St. P.O. Box 66
Pine Falls, MB R0E 1M0
Phone: 204-367-9641
Website: **www.wingsofpower.org**

OTHER SUPPORTS

Aurora Family Therapy Centre

Aurora Family Therapy Centre offers therapy to families, couples and individuals. Appointments are available weekdays, evenings and Saturdays. The centre welcomes individuals of all ages, cultures, genders, abilities, nationalities, races, religions and sexual orientations. Fees are based on income and family size.

University of Winnipeg, Sparling Hall, 2nd floor
515 Portage Ave. Winnipeg, MB R3B 2E9
Phone: 204-786-9251
Website: **www.aurora.uwinnipeg.ca**

Better Fathers

This non-profit organization offers group sessions and individual counselling to help men become better fathers and men. Services are free.

Winnipeg, MB
Phone: 204-782-7987
Email: better_fathering@mts.net
Website: **www.betterfathersinc.com**

Big Brothers Big Sisters

This association matches adult volunteers with children/youth (age 7 and older) who need friendship, support and guidance. Programs operate in Brandon, Morden/Winkler, Portage la Prairie and Winnipeg.

153A - 8th St. Brandon, MB R7A 3W9
Phone: 204-727-1787
Website: **www.bigbrothersbigsisters.ca/brandon**

P.O. Box 450 Winkler, MB R6W 4A6
Phone: 204-325-9707
Website: **www.bigbrothersbigsisters.ca/mordenwinkler**

20 Tupper St. North Portage la Prairie, MB R1N 1W8
Phone: 204-857-4397
Website: **www.bigbrothersbigsisters.ca/portage**

2nd floor - 765 Portage Ave. Winnipeg, MB R3G 0N2
Phone: 204-988-9200
Email: main@bigwinnipeg.com
Website: **www.bigwinnipeg.com**

Block Parent Program of Winnipeg

The block parent program provides a network of safe places children can go for help, if they are in trouble (ex: injured, approached by a stranger, being bullied). Volunteers' homes have a Block Parent sign in the window to let children know the home is safe. Volunteers are screened by the Winnipeg Police Service, and must undergo Child Abuse Registry checks.

466 Gertrude Ave. Winnipeg, MB R3L 0M8
Phone: 204-284-7562
Website: **www.winnipegblockparents.mb.ca**

The Compassionate Friends

The Compassionate Friends is a non-profit, non-denominational, self-help organization offering friendship, understanding, grief education and hope to all families who've experienced the death of a child, at any age, from any cause. Support and information are provided at monthly meetings, weekly drop-in times, and through a newsletter.

685 William Ave. Winnipeg, MB R3E 0Z2
Phone: 204-787-4896
Website: **www.tcfwinnipeg.org**

Futures Resource Centre, Marymound North

Futures Resource Centre offers families and children support, and the opportunity to learn, share and receive information. The centre offers many programs, including parenting classes, school readiness and healthy eating.

125 Commercial Pl. Thompson, MB R8N 1T1
Phone: 204-677-7820
Email: futures@marymound.com
Website: **www.marymound.com**

Healthy Start for Mom and Me

Healthy Start for Mom and Me offers informal, friendly prenatal and postnatal (babies up to one year old) drop-ins at nine community sites in Winnipeg. The program provides babysitting, healthy snacks, playtime with babies, videos and activities, and milk coupons for pregnant youth and women. For those who do not speak English, newcomer sessions are offered with translation services (only at the Edmonton St. location). The program is focused on those who face poverty and other barriers, and are uncomfortable with other services.

2nd floor - 400 Edmonton St. Winnipeg, MB R3B 2M2
Phone: 204-949-5350
Email: info@hssm.ca
Website: **www.hsmm.ca**

Kids Help Phone

This is a 24-hour, toll free, national, bilingual, anonymous, confidential service that provides counselling, referrals and information for children, teens and young adults. Counselling is available by phone, or users can post questions on the Kids Help Phone online forums. Kids Help Phone deals with issues such as relationships, bullying, emotional health, substance abuse, violence and suicide.

Phone (toll free): 1-800-668-6868
Email: info@kidshelpphone.ca or manitoba@kidshelpphone.ca
Website: **www.kidshelpphone.ca**

Manitoba Farm and Rural Support Services

Manitoba Farm and Rural Support Services offers confidential phone counselling through the Manitoba Farm and Rural Stress Line, and online counselling through email, online chat or Skype. Calls are answered by trained counsellors with farming backgrounds.

Phone (toll free): 1-866-367-3276
Email: info@ruralsupport.ca
Website: **www.ruralsupport.ca**

Manitoba Foster Family Network

Through a provincewide network, the Manitoba Foster Family Network provides training, guidance, and assistance for foster parents. It acts as a collective voice to help improve the child welfare system. Local associations provide opportunities to get to know fellow foster parents, and create a grassroots support system. Peer Support Providers give emotional and social support to foster parents to empower them and the children in their care.

3rd floor - 555 Broadway Winnipeg, MB R3C 0W4
Phone: 204-940-1280
Toll free: 1-866-458-5650
Peer Support Line: 204-231-0391
Peer Support (toll free): 1-800-940-7337
Website: **www.mffn.ca**

Men's Resource Centre

This centre provides free support and counselling for men (age 16 and up) dealing with issues like parenting, childhood abuse, relationship loss and other problems. Services include individual counselling (call for drop-in times or to make an appointment), group counselling, workshops and temporary shelter for men fleeing abusive relationships. To request emergency shelter during business hours, call the Men's Resource Centre (information below). Outside of business hours, call The Provincial Domestic Abuse Line toll free at 1-877-977-0007, or Osborne House at 204-942-3052.

301 - 321 McDermot Ave. Winnipeg, MB R3A 0A3
Phone: 204-415-6797
Toll free: 1-855-MRC-MRCS/1-855-672-6727
Website: **www.mens-resource-centre.ca**

Military Family Resource Centres (MFRCs)

MFRCs provide support to Canadian Forces personnel and their families. Services are available at local Canadian/Military Family Resource Centres, online and by phone through the Family Information Line. In Manitoba, there are MFRCs in Shilo and Winnipeg (the Winnipeg MFRC also serves Southport/Portage la Prairie).

Shilo MFRC: 204-765-3000, ext. 3352
Winnipeg MFRC: 204-489-7003 or 204-833-2500 ext. 4500
Family Information Line: 1-800-866-4546 (toll free in North America)
Website: **www.familyforce.ca**

Mothers Program, Women's Health Clinic

Women's Health Clinic offers a range of services to support mothers through the life changes that come with having a baby (whether by birth or adoption). Programs include Families Connecting Support Groups, Sherpa Mothers Program, and Coping with Change Postnatal Education workshops.

Unit A - 419 Graham Ave. Winnipeg, MB R3C 0M3
Phone: 204-947-2422, ext. 113
TTY: 204-956-0385
Toll free: 1-866-947-1517
Email: whc@womenshealthclinic.org
Website: **www.womenshealthclinic.org**

New Directions for Children, Youth, Adults and Families

Note: For information on New Directions' other programs, see the chapters on Abuse; Health Care and Disability Services; and Education, Training and Employment.

New Directions for Children, Youth, Adults and Families offers a variety of programs for families. Unless otherwise listed, contact the main office for more information.

The Family Therapy Program provides free therapy to families living in or near Winnipeg to help deal with a range of issues. Depending on the need of the family, therapy can involve the whole family, the couple, siblings or an individual. The program also offers a support group for parents of high-risk youth.

Opikihiwawin addresses the needs of Aboriginal people who were adopted or fostered and their cross-cultural families. The program provides cultural education and supports for Aboriginal children, youth and adults (836 Ellice Ave.; phone: 204-783-7078).

The Parenting Centre offers information about parenting and family issues to parents of children from birth to 12 years of age. Counselling, groups, play therapy and family therapy are also available (321 McDermot Ave.; phone: 204-956-6560).

Several residential treatment programs are available for children and youth who are referred by a child and family services agency for treatment or healing.

Main office
400 - 491 Portage Ave. Winnipeg, MB R3B 2E4
Phone: 204-786-7051
Website: **www.newdirections.mb.ca**

The Office of the Children's Advocate

The Office of the Children's Advocate represents the rights, interests and viewpoints of children and youth who are receiving, or should be receiving, services under The Child and Family Services Act and/or The Adoption Act. The office protects the rights of children and youth, while acting independently of the child welfare system.

100 - 346 Portage Ave. Winnipeg, MB R3C 0C3
Phone: 204-988-7440
Toll free: 1-800-263-7146
Email: info@childrensadvocate.mb.ca
Website: **www.childrensadvocate.mb.ca**

Parents without Partners

This organization provides all single, separated, divorced, and widowed parents and their children with a healthy environment for support, friendship and sharing parenting information and advice. Events include parent activities, family activities and educational meetings/workshops.

Winnipeg, MB
Phone: 204-957-7172
Email: info@pwpwinnipeg.org
Website: **www.pwpwinnipeg.org**

Rainbow Resource Centre

The Rainbow Resource Centre offers information, counselling, support groups and peer support to members of the LGBTT (Lesbian, Gay, Bisexual, Transgender, Two-Spirit, Intersex and Queer) community and those questioning their sexual orientation and gender identity. The centre also offers parents, family, and friends of LGBTT community members information, education and support to foster supportive relationships with their LGBTT loved ones.

170 Scott St. P.O. Box 1661 STN Main
Winnipeg, MB R3C 2Z6
Administrative Line: 204-474-0212
Peer Support Line: 204-284-5208, or toll free 1-888-399-0005
Email: info@rainbowresourcecentre.org
Website: **www.rainbowresourcecentre.org**

Resource Assistance for Youth (RAY)

RAY offers a variety of programs for youth (focused on homeless youth), including providing basic needs, advocacy, support groups, outreach, health services, addictions services, assistance finding housing and advocacy with landlords, help finding jobs/training, and mental health services.

125 Sherbrook St. Winnipeg, MB R3C 2B5
Phone: 204-783-5617
Website: **www.rayinc.ca**

Rossbrook House

Rossbrook House is a neighbourhood house for children and youth in Winnipeg's inner-city. Rossbrook House offers drop-in, recreational, arts, cultural, women's and economic development programs.

658 Ross Ave. Winnipeg, MB R3A 0M1
Phone: 204-949-4090
Email: mail@RossbrookHouse.ca
Website: **www.rossbrookhouse.ca**

School Divisions' Clinical Services

Each school division offers various clinical services, which may include the services of occupational therapists, physiotherapists, psychologists, school social workers and speech and language pathologists. To find out about the services offered by your school division, contact your child's school.

The Pas Action Centre

This centre provides free programs for youth in the Kelsey Housing Area.

22 Tremauden Ave. The Pas, MB
Phone: 204-623-5320

Villa Rosa

Villa Rosa is a safe place for single, young women to live during and after pregnancy. Villa Rosa provides counselling and life skills training, opportunities to learn a healthy lifestyle, and access to community services like midwives, the medical system and elders. Villa Rosa also offers an education program to help young women get back to, or stay in, school.

784 Wolseley Ave. Winnipeg, MB R3G 1C6
Phone: 204-786-5741
Toll free: 1-800-643-0733
Email: administration@villarosa.mb.ca
Website: **www.villarosa.mb.ca**

Voices: Manitoba's Youth in Care Network

This youth-driven program provides support, encouragement and advocacy for youth as they move from being wards of the government, to youth transitioning to independence, to adulthood. Outreach services for young people who have recently come into care are available. Members range in age from 12 to 30 years.

929 Main St. Winnipeg, MB R2W 3P2
Phone: 204-982-4956
Toll free: 1-866-982-4956
Email: info@voices.mb.ca
Website: **www.voices.mb.ca**

Youth Resource Centre/Shelter

The Youth Resource Centre/Shelter, a program of Macdonald Youth Services, offers free advocacy, information, referral and help with short-term, basic needs for youth ages 12 to 20 on a walk-in basis. As well, an emergency, overnight shelter is available for youth ages 12 to 17. Beds are assigned on a first- come-first-serve basis every night. Youth who stay at the shelter are offered crisis intervention counselling, food, hygiene needs, shower, clothes and case management.

161 Mayfair Ave. Winnipeg, MB R3L 0A1
Phone: 204-477-1804
Toll free: 1-888-477-1804
Website: **www.mys.ca**

WOMEN'S RESOURCE CENTRES

Women's resource centres offer a variety of programs, including abuse counselling, assistance with job searches, workshops on money management, parenting and health and wellness. For information on the specific programs and services offered, contact a women's resource centre near you.

In Winnipeg

Central Park Women's Resource Centre
100 - 420 Edmonton St. Winnipeg, MB R3B 3B6
Phone: 204-944-8685

Fort Garry Women's Resource Centre
1150-A Waverley St. Winnipeg, MB R3T 0P4
Phone: 204-477-1123
Email: info@fgwrc.ca
Website: **www.fgwrc.ca**

North End Women's Resource Centre
394 Selkirk Ave. Winnipeg, MB R2W 2M2
Phone: 204-589-7347
Email: info@newc.mb.ca
Website: **www.newcentre.org**

North Point Douglas Women's Centre
221 Austin St. North Winnipeg, MB R2W 3M8
Phone: 204-947-0321
Email: npdirector@mymts.net
Website: **www.northpointdouglaswomenscentre.org**

Pluri-elles (Manitoba)
570, Des Meurons St. Winnipeg, MB R2H 2P8
Phone: 204-233-1735
Toll free 1-800-207-5874
Email: pluridg@pluri-elles.mb.ca
Website: **www.pluri-elles.mb.ca**

West Central Women's Resource Centre
640 Ellice Ave. Winnipeg, MB R3G 0A7
Phone: 204-774-8975
Email: info@wcwrc.ca
Website: **www.wcwrc.ca**

Rural/Northern Centres

Interlake Women's Resource Centre

87 - 5th Ave. P.O. Box 1991 Gimli, MB R0C 1B0
Phone: 204-642-8264
Website: **www.interlakewomen.ca**

Lakeshore Women's Resource Centre

#1 - 2nd Ave. North P.O. Box 628 Ashern, MB R0C 0E0
Phone: 204-768-3016
Website: **www.lwrc.weebly.com**

Snow Lake Family Resource Centre

P.O. Box 838 Snow Lake, MB R0B 1M0
Phone: 204-358-7141
Email: frc@gillamnet.com
Website: **www.snowlakefrc.ca**

Swan Valley Crisis Centre

P.O. Box 2354 Swan River, MB R0L 1Z0
Phone: **204-734-9368**

The Women's Resource Centre

800 Rosser Ave. Brandon, MB R7A 6N5
Phone: 204-726-8632
Toll free: 1-866-255-4432
Email: twcbrandon@wcgwave.ca
Website: **www.thewomenscentrebrandon.com**

Women's Safe Haven/Resource Service

60 Hapnot St. Flin Flon, MB R8A 1L6
Phone: 204-681-3105
Website: **www.womensresource.ca**

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